

Thermo Scientific Product Support Agreement (PSA) Metals Gauging Systems



| | First Year Warranty/ Extended Warranty | Preventive Maintenance | Emergency | Comprehensive |
|--|---|-------------------------------|-------------------------|-------------------------|
| Access and Response | | | | |
| Support Availability | Mon-Fri 8:00 am-5:30 pm | Mon-Fri 8:00 am-5:30 pm | 24x7 ⁴ | 24x7 ⁴ |
| Call Back Response Time | No | No | 2 hours | 2 hours |
| Remote Diagnostic Access | Yes ¹ | Yes ¹ - discounted | Yes ¹ | Yes ¹ |
| On-Site Response Time | Priority | Priority | Yes ² | Yes ² |
| Recovery and Assistance | | | | |
| Remote Support | Yes ¹ | Yes ¹ | Yes ¹ | Yes ¹ |
| Field Labour | Yes | Yes | Yes | Yes |
| Travel Costs for Recovery Visits | Yes | Yes | Yes | Yes |
| Preventive Maintenance / Performance Validation | | | | |
| Scheduled Visits | No | Yes | Yes | Yes |
| Travel Costs for PM Visits | Chargeable | Yes | Yes | Yes |
| Calibration & Optimisation | | | | |
| Scheduled Visits / Remote | Discounted | Discounted | Discounted | Discounted |
| Repair Services | | | | |
| Expedited Turn Around | No | No | Yes | Yes |
| Repair By Exchange | In warranty | Discounted | Discounted | As available |
| Sub-Assembly Repair / Refurbish | In warranty | Discounted | Discounted | Yes |
| Spare Parts | | | | |
| Consumables | Discounted | Discounted | Discounted | Yes |
| Pre-emptive Replacement | Discounted | Discounted | Yes | Yes |
| Recovery from Failure | Discounted | Discounted | Yes | Yes |
| Spares Package | Discounted | Discounted | Discounted | Yes |
| Radiation Services | | | | |
| Basic Safety Training | No | No | No | Yes |
| Leak Tests | Yes ³ | Yes ³ | Yes ³ | Yes ³ |
| Surveys | Yes ³ | Yes ³ | Yes ³ | Yes ³ |
| Installation, Removal & Disposal | List Price ³ | List Price ³ | List Price ³ | List Price ³ |
| Training | | | | |
| Operator | No | Yes | No | Yes |
| Maintenance | No | Yes | No | Yes |
| Technology Retrofit | | | | |
| Hardware & Software Upgrades | List Price | List Price | List Price | Discounted |
| Further Service Products | | | | |
| System Recommissioning | Discounted | Discounted | Discounted | Discounted |
| Process Improvement | Discounted | Discounted | Discounted | Yes |

¹Depends on system configuration.

²Depends on site location.

³Only for isotope systems.

⁴Dedicated telephone service.

Metals Gauging Systems

Committed to Your Plant's Productivity and Your Peace of Mind

Reliability is built into all Thermo Scientific products. Occasionally, though, they require attention. Routine maintenance or wear and tear may take your plant's equipment and instrumentation offline. Worse, unexpected failure can bring your plant to a complete standstill.

How do you ensure the accuracy and availability of your instrumentation? Rely on a PSA option for Thermo Scientific systems for maximum uptime, to control costs, and to enjoy peace of mind.

Program Options

First Year Warranty / Extended Warranty

With this agreement, we deliver maintenance on a regular basis for your system right from the start.

With the Extended Warranty Agreement, you get advanced support coverage during your Thermo Scientific equipment's warranty period as an extra measure of support—with fast response time from our technicians and discounts for spare parts packages and consumables. The Extended Warranty Agreement prevents unexpected costs and ensures that the system will be well maintained.

Preventive Maintenance

Our technicians minimise unexpected failures with proactive scheduled maintenance. They also review your staff's maintenance efforts, and we can participate in your plant's quality assurance programs, such as ISO certifications. A full report will be submitted after completion.

Emergency

Avoid budget surprises. This service option includes all labour—even on-site emergency labour—and travel costs in one fee. In case of emergency, our technicians will be at your site within an agreed upon specified time. This prevents long downtime of your system. We become more of a partner, shouldering much of the responsibilities.

Comprehensive

When uptime is absolutely critical, you need fast, effective support. This all-inclusive option provides the quickest response time possible. All labour, travel, repairs, parts, and consumables are included. You bear no additional expenses. All preventive maintenance visits include calibration. Get even greater access to our technicians when support is critical. In effect, you outsource your maintenance and support of Thermo Scientific systems to us.

Our Commitment

Our PSA offerings are designed to provide the service and support you require—based on your operations, your budget, and your needs.

Access and Response

We provide fast, personal response tailored to your needs. If you simply need answers to operational questions, we're just a phone call away. Should you require on-site support, our local field support engineers are available for emergency response.

Preventive Maintenance / Performance Validation

Preventive Maintenance services are provided to minimise unexpected delays and to ensure that all system hardware is functioning within specified limits.

Repair Services

Expedite deliveries and minimise repair costs by including available repair service options.

Remote Support and Diagnostics

It's included in every PSA. If your Thermo Scientific equipment has a remote diagnostic capability, utilising it through a PSA is almost as good as having one of our full-time technicians on site.

Spare Parts Packages & Consumable Parts

Regardless of the PSA you choose, avoid shipping and other inevitable delays by having spare and consumable parts on hand.

Your Peace of Mind

You know your plant—and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment—and what it takes to keep it running. After all, we design and manufacture it. With a Thermo Scientific PSA, you benefit from increased uptime while controlling costs and receiving great support. That's peace of mind.

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