

## Service plans

# Slurry analysis and sampling systems

## Service solutions designed to optimize instrument performance

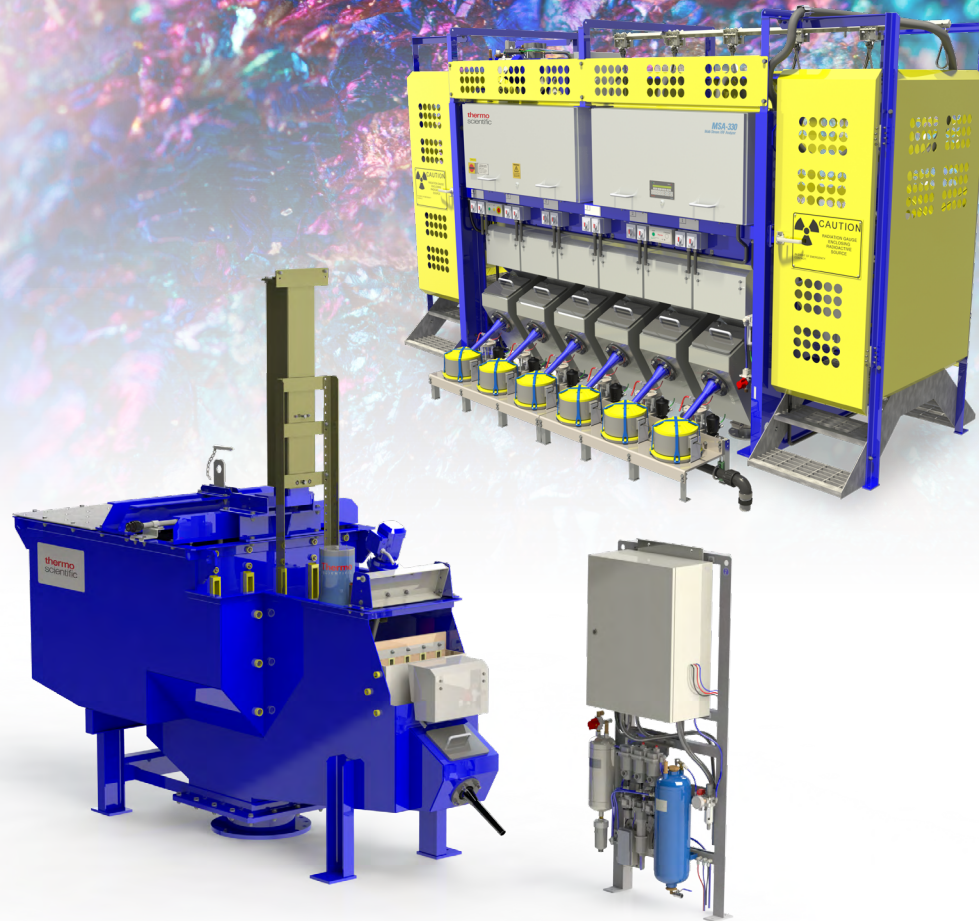
Thermo Fisher Scientific™ offers complete services and support for your instrument with access to a global network of technical support, factory-certified engineers, consultants, and industry professionals. Our highly experienced service team collaborates with you to support your business goals and requirements. In addition, partnering with us simplifies the maintenance of your instrument and controls service costs.

We work with you to develop a proactive maintenance strategy that maximizes your investment with regular visits to ensure your instrument performs as designed. The approach selected to maintain your instrument is essential for productivity while maintaining high-quality standards.

## How does a service plan benefit you?

A service plan is designed to proactively manage the health of your sampling and analysis equipment and allows for planning and managing yearly service expenditures. As a result, customers who partner with us for their service needs have access to our highest level of support **and** are investing in the longevity of their instrument.

■ The accuracy and repeatability performance of your equipment is our top priority, allowing you to focus on your production goals.



# Exclusive advantages of a service plan for your sampling and elemental equipment

Your loyalty is always rewarded! When you grant us the right to help you keep your equipment at top efficiency, we will repay the favor with our commitment to provide you with preferential treatment. Be it maintenance, inspections, additional parts, application support, or software and system upgrades. We are in it for the long haul, together with you.



## Preventive maintenance

Protect your instrument with regular, scheduled care to maintain optimal system performance and reduce operating costs. During a preventive maintenance visit, a field service engineer will review, inspect, and test the system, complete safety checks, replace worn or damaged parts, perform corrective maintenance, and backup system software.

Our experts also dedicate extra time to training the instrument operator to help you be as self-sufficient as you want and increase the efficiency of remote support between visits.



## Remote support

Our experienced global Technical Support team is available to provide troubleshooting assistance and regular monitoring services. In addition, the team monitors key performance indicators and runs diagnostics using a secure remote connection to the system.



## Priority response time

Skip the queue and get priority in resolving any issue. Our team is committed to providing the fastest response time possible. In addition, if a problem cannot be resolved remotely, our service plan customers can access priority onsite support.



## Calibration services

Ensure repeatable results with calibration services, including a periodic review of equipment accuracy using representative samples collected from the plant process, review of laboratory assay results, regression, review of calibration equations, and consultation with the plant metallurgist when applying new equations, if applicable.

# Key benefits

- Ensure maximum uptime by preventing failures before they occur
- Keep analysis & sampling equipment in optimal operating condition
- Optimize closed-loop process control for improved quality and efficiency



## Radiation services

If your equipment uses radiation sources, we got you covered. By teaming up with your Radiation Safety Officer, we help keep your people and location safe. Our essential radiation services include radiation inspections (leak checks), source installation, source removal & disposal, and assistance with documentation according to local regulations. We can also optimize and level-load your budget by including radiation sources in your agreement and spreading the investment over time.



## Certified parts

We only use original manufacturers' certified parts to operate your system at maximum productivity. All our parts are guaranteed to perform to our instruments' rigorous design specifications. Using manufacturer-approved parts eliminates the risk of increased cost resulting from unnecessary wear & tear and instrument downtime.



## Audit and consultancy

A system audit visit is an on-site service provided by a highly knowledgeable application engineer (AE) who will conduct a detailed system performance analysis, create a plan for process optimization, and take any corrective or adaptive actions as necessary to achieve the best measurement accuracy.

Our remote accuracy check helps you sustain an optimal performance level between the system audit visits. We work together to gather and analyze the necessary instrument data, schedule reviews of the results, recommend adjustments, and address concerns and questions.



## Predictable service budget

With different service plans available, you can find the desired balance of budget predictability and retain control of services spend over the years to come. On top of preventive maintenance and technical support we can cover you for unlimited emergency on-site support, spare parts or even radiation sources. Our service plans are the best solution to reduce the unexpected expenses and unnecessary peaks in your budget to the minimum.

# Service solutions

## Advanced

Ensure high levels of accuracy and reliability using a predictable services budget. Enjoy better instrument optimization and reduced risk through emergency services.

## Preventive

Support uptime with regular preventive maintenance and unlimited technical support.

### Preventive services

Preventive maintenance (PM)	✓	✓
Radiation inspection <sup>1,5</sup>	✓	✓
Optimization & performance check <sup>1</sup>	✓	✓
Calibration <sup>2</sup>	✓	✓
Operator training <sup>3</sup>	✓	✓

### Radiation services

Radiation source	10% off (Option to include)	5% off
Installation and removal of radiation source <sup>1,6</sup>	✓	✓
Disposal of the radiation source	Option	Option

### Corrective maintenance and instrument optimization

Remote technical support	Business hours (Option-24/7)	Business hours
Targeted onsite response <sup>4</sup>	High priority	Priority
Labor & travel	✓	10% off
Spare parts	10% off	10% off
System audit & consultancy	Option	Option
Additional on-site application support	10% off	—
Software upgrades	✓	—
System upgrades	10% off	—

**Note:** service entitlements' applicability depends on the customer-specific equipment installed. For a detailed explanation, please connect with the Sales & Service team.

**1** During PM only • **2** Conditions apply • **3** Up to 8 hours per year during scheduled site visits • **4** Actual targeted response time varies by region • **5** Availability may vary by region • **6** If applicable to the customer's equipment

Contact a Thermo Fisher Scientific representative today to discuss a service plan and how it fits your unique requirements.

 Learn more at [thermofisher.com/processanalyzerservices](https://thermofisher.com/processanalyzerservices)

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