

Thermo Scientific Service Level Descriptions

SOLA Sulfur Analyzers

Service Offering Overview

Extended Warranty Agreement

Preventive Maintenance Service Agreement

Advanced Service Agreement

Premium Service Agreement

Extended Warranty Agreement

- Technical support during standard business hours
- One (1) onsite preventive maintenance visit including travel and labor
- Emergency onsite visit within 5 business days*

*Onsite visit provided when determined necessary by technical support



Service and support offered for the following instruments:

- Thermo Scientific™ SOLA Sulfur Analyzer
- Thermo Scientific™ SOLA II Sulfur Analyzer
- Thermo Scientific™ SOLA II Flare Gas Analyzer
- Thermo Scientific™ SOLA II Trace Sulfur Analyzer

POST WARRANTY

Preventive Maintenance Service Agreement

- Priority technical support during standard business hours
- Annual onsite preventive maintenance visit including travel, labor and preventive maintenance parts
- Emergency onsite visit within 4 business days (excludes travel, labor and parts expense)
- Software upgrades and configuration support

Advanced Service Agreement

- Technical support during standard business hours – response within 2 hours

- Annual onsite preventive maintenance visit including travel and labor
- Emergency onsite visit within 2 business days (10% discount on travel and labor)
- Spare parts at 10% discount

Premium Service Agreement

- Technical support during standard business hours – response within 1 hour
- Annual onsite preventive maintenance visit including travel and labor
- Emergency onsite visit within 1 business day (20% discount on travel and labor)
- Spare parts at 20% discount

Parts Exclusions

Service Plan programs do not cover missing parts or repairs as a result of misuse or abuse to the instrument. Valco valve not included in service agreements unless otherwise stated. Such repair will be billed at standard part and labor pricing separate from the contracted service.

Annual Service Agreements

Part #	Description
PS-ANALY_SOLA_EXT1	SOLA Extended Warranty Agreement
PS-ANALYZ_SOLA_PM1	SOLA Preventive Maintenance Agreement
PS-ANALYZ_SOLA_AD1	SOLA Advanced Service Agreement
PS-ANALYZ_SOLA_PR1	SOLA Premium Service Agreement

Contact Information

Please have instrument serial number available.

Process Monitoring

Customer Service/Orders

1 (800) 437-7979 Option 1
orders.process.us@thermofisher.com

Technical Support

1 (800) 437-7979 Option 2
techsupport.process.us@thermofisher.com

Product Service and Repair

Field Service

1 (800) 437-7979 Option 3
fieldservice.process.us@thermofisher.com

Factory Depot Service

1 (800) 437-7979 Option 3
depotrepair.process.us@thermofisher.com

For more information, visit our website at thermoscientific.com/EPMSservice

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Franklin, MA 02038
Ph: (800) 437-7979
Fax: (713) 272-2273
Orders.process.us@thermofisher.com

EPM_SLDSOLA_0815

Spare Parts Kit – 1 year (Part# 97-1590-0)

(Valco valve, liquid phase applications) KIT Includes:

- 1 Heater for pyrolyzer assembly
- 4 Ferrules for pyrolyzer tube fittings, graphite
- 2 Pyrolyzer tube, looped
- 2 Pyrolyzer, O-ring 5 5/8" ID x 5 7/8" OD, 1/8" width
- 1 Thermocouple, pyrolyzer S type
- 4 Rotor, liquid sample valve, 1.0 µL, 4-port or 6-port
- 1 O-ring kit for liquid injection valve actuator

Spare Parts Kit – 2 year (Part # 97-1591-0)

(Valco valve, liquid phase applications) KIT Includes:

- 2 Heater for pyrolyzer assembly
- 8 Ferrules for pyrolyzer tube fittings, graphite
- 3 Pyrolyzer tube, looped
- 4 Pyrolyzer, O-ring 5 5/8" ID x 5 7/8" OD, 1/8" width
- 1 Filter, in-line 2 micron, 1/8" tube connections
- 1 Thermocouple, pyrolyzer S type
- 1 6-port liquid valve head with internal sample loop
- 4 Rotor, liquid sample valve, 1.0 µL, 4-port or 6-port
- 2 O-ring kit for liquid injection valve actuator
- 1 UV flash lamp

Critical Operation Spare Parts Kit (Part# 97-1592-0)

(Valco valve, liquid phase applications) KIT Includes:

- 1 Solenoid relay PCB
- 1 Valve, complete 6-port for liquid
- 1 Photomultiplier tube
- 1 A/D PCB
- 1 Power supply board for SO2 bench
- 1 Flash intensity board assembly (consult factory for SOLA Trace)
- 1 Flasher supply board (consult factory for SOLA Trace)
- 1 Input board
- 1 Temperature control board for SO2 bench
- 1 CPU board
- 1 I/O PCB
- 1 Power supply, 24 VDC, DIN rail mount

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