Service Offering Overview

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**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

**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

**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

<table>
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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

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

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

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