

# Field Service Contract

## Nuclear Level and Density Instruments

### Products Covered

- **Level Instruments:**  
KRIL, TN LevelPRO, TN PNF, TN PNM, 4790
- **Density Instruments:**  
TN DensityPRO, TN DensityPro+, 3680, ConsistencyPRO, CutPRO



	Assisted Support	Advanced	Premium
<b>Technical Support</b> (phone, fax & email during regular work hours)	Unlimited	12 sessions	Unlimited
<b>Unscheduled Call-Outs</b>			
<b>Warranty</b>			
Travel Costs	Daily rate	Daily rate	Included
Field Labor	Included	Included	Included
<b>Non-Warranty</b>			
Response Time*	Scheduled	5 days maximum	3 days maximum
Travel Costs	Daily rate	1 per year included	2 per year included
Field Labor	Daily rate	Included	Included
<b>Preventive Maintenance</b>			
Response Time*	N/A	Scheduled	Scheduled
Travel Costs	N/A	Included	Included
Field Labor	N/A	Included	Included
Calibration & Certificate	N/A	Included	Included
<b>Remote Diagnostics</b>			
	Included	Included	Included
<b>Parts</b>			
Replacement	List price	5% discount	Included
Recommended Spares	5% discount	5% discount	10% discount
Consumables	5% discount	5% discount	10% discount
<b>Services</b>			
Software Upgrade & Configuration Support	Included	Included	Included
<b>Supplemental Items</b>			
Training at Factory	Included	10% discount	Included
Leak Test Analysis (Round Rock Facility)	List price	10% discount	Included
Radiation Safety Training	List price	10% discount	10% discount
Radiation Protection Program Audit	List price	10% discount	10% discount

\*Consult factory for locations outside of North America and Western Europe.

### Protect the Process

Thermo understands the importance of keeping your mission critical instruments up and running with minimal downtime. All field instruments endure harsh operating conditions. Anything can happen. By providing service contract options, we are committed to maximizing uptime. We will support you with technical assistance, timely e-mailed information, and software upgrades. In addition, when an item must be returned for factory repair, contract customers receive priority service. Your process is protected.

### 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 service contract, you control costs and get great support. That's peace of mind.

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## Pre-Walkthrough

In advance of any service contract commencement, we will perform a thorough and complete walkthrough evaluation at your facility. We will take note of each source serial number, location and condition. This will allow us to adequately recommend initial servicing and organize our record keeping.

## Program Options

### Assisted Support

If your facility has qualified and available maintenance resources, assisted support is for you. Benefits of the assisted support package include: factory-based product training, discounts on spare parts and consumables, unlimited technical support sessions, remote diagnostics, and free software upgrades. Assisted support is for the maintenance department that has things well under control.

### Advanced

An essential service contract package that includes fast response times to breakdowns, necessary p.m. visits, multiple technical support sessions per year, software upgrade protection plus discounts on spare parts and consumables, and all travel and labor costs for one emergency visit per year. Discounts on training are included.

### Premium

When uptime is critical to your business and you need support as fast as possible, we offer an all-inclusive service contract. Our premium service offering gives you the quickest response time feasible for your area. Technical support and remote diagnostic sessions are unlimited. We perform all scheduled p.m. activities and provide two emergency visits per year. In this offering, all replacement parts are included. The premium service contract is a good choice for customers with limited maintenance resources and/or limited process analyzer experience.

## Supplemental Items

### Training

Several training packages are offered depending on your instrument. Each course is limited to a maximum of five attendees, and can be held at our facilities or yours (immediately following start-up). The courses focus on the operation and maintenance of the product and are intended for those customers actively engaged in instrument operation and maintenance.

### Radiation Protection Program Audit

An independent audit of your Radiation Protection Program (RPP) once per contract term. This audit prepares you for an actual regulatory audit by your local governing body. The RPP elements to be reviewed are:

- Maintenance of leak test records
- Maintenance of survey meter calibration records
- Personnel monitoring
- Review required sign postings
- Compliance with dose limits
- Occupancy factors calculations
- Operational safety and emergency procedures
- Notice and posting requirements

### Radiation Safety Training Program

Add radiation safety training to your service contract. Select from a four-hour basic safety course or the 40-hour radiation safety officer certification courses. Both can be conducted either onsite or at our plant.

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