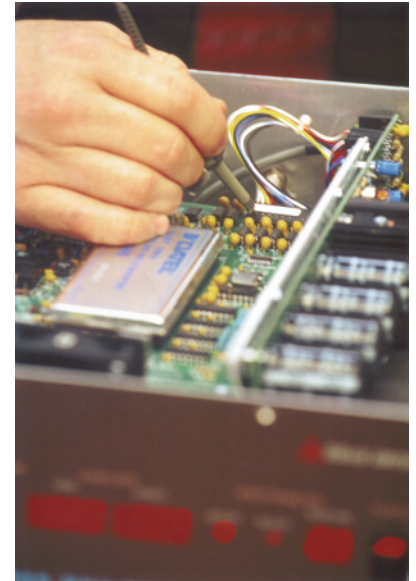


### Maintaining Peak Value in Your Measurement Instruments and Systems

- **Extended Warranty:** Budget for your instrument support and avoid unplanned repair costs.
- **Fixed Price Repair:** Mitigate unpleasant surprises.
- **Equipment Upgrades:** Ensure operational readiness and maintain the initial quality investment by periodic upgrade to latest specifications.
- **Software Subscriptions**
- **Service Contract:** Over-all support contracts including technical support, repair, updates.

For 50 years ORTEC nuclear measurement equipment has been in use all over the world in a vast number of applications. ORTEC Products are to be found in use in universities, governmental research laboratories, nuclear facilities, and in organizations associated with security and in efforts to prevent nuclear terrorism.

These sophisticated instruments and systems generally represent significant commitment of capital funds and are expected to give satisfactory performance over several years. As ORTEC continually develops and improves existing products, upgrading to the latest specification is often highly desirable, especially in the case of nuclear security applications, where developments generally improve the quality of the result. The ORTEC Service Support Option program offers a wide variety of choices to best suit the requirements of the user-organization. These are outlined below.



#### Extended Warranty Options

Extended warranty is an alternative to “pay as you go” repairs after the end of the standard warranty period (generally 12 months). Extended warranty can be for a second or third year or even longer on request. The nature of an extended warranty is that for a modest “up front” payment, all repair costs will be covered during the specified period. Extended warranty is usually purchased with a new instrument, but in some cases may be added to out of warranty instruments. The extended warranty coverage period can be increased while the initial extended warranty is in force. The advantage of an extended warranty is that it makes it easy to plan operational costs for an instrument or a group of instruments. Multi-year and multi-instrument discounts are available.



#### Fixed Price Repair

We are able to offer a Fixed Price Repair in most cases. Should your instrument require additional parts or services, we will issue a revised quote prior to completion of the repair. The user is able to assess in advance whether or not the repair is worthwhile in terms of need of the instrument or maybe in terms of replacement of an older instrument.

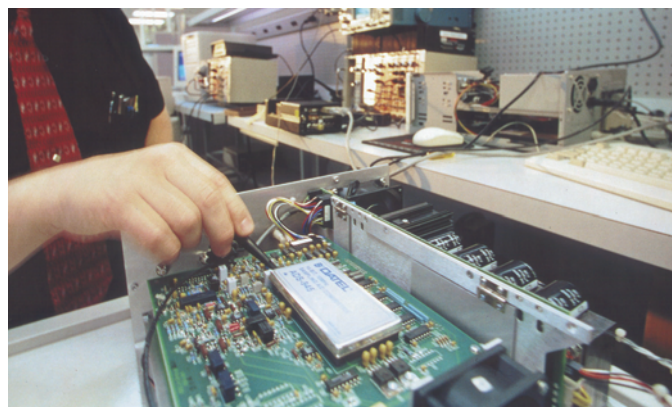
#### Service Contracts

Service contracts are tailored to the needs of the user organization. “Mission critical” applications may require rapid response and dedicated support instruments. Service contracts may include periodic on site preventative maintenance, training, applications support, and calibration services.

# Service Support Options

## Equipment Upgrades

Often performed as part of a repair operation, an equipment upgrade might involve improved software, firmware or reliability improvements. Software upgrades for analysis software can allow a user to stay abreast of the latest algorithm improvements or to migrate to a newer PC operating system. For portable instrumentation, hardware upgrades may be available to improve reliability or usability.



## Software Subscriptions

Software subscriptions are available which allow purchase of a 2, 3, 4, or 5 year update service for software products. This ensures that all updates for the software product in question will be made available to the user automatically.

## What Do YOU Need?

The particular requirement for service depends on the constraints placed upon YOU, the user, by YOUR customer or the needs of your application. We stand ready to configure a service solution which works for YOU, constructed from the elements described above, or possibly on new ideas. Our intention is to help you get the most satisfactory and useful performance from your ORTEC equipment over the long term.



## What's Next?

If you are considering purchase of a new instrument, you should consider the Service Support Options as part of your overall instrument investment. For peace of mind, an Extended Warranty is a simple solution to your equipment support needs within a fixed budget.

To get started, wherever you are located, contact your local ORTEC representative, who will be happy to assist, or Email to [ortec.info@ametek.com](mailto:ortec.info@ametek.com).

Specifications subject to change  
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