



ORTEC Global Service Group

801 South Illinois Avenue
Oak Ridge, TN 37830
Phone 800-251-9750 x 472

ORTEC Extended Support Plans and Service Contracts

Whether you need priority service, reduced expense and administration, or a fixed service budget – Extended Support Plans for our products are the answer. If we don't have the exact plan to fit your organization, let us tailor one to your needs. Extended Support Plans are an excellent value and guarantee you the minimum disruption at the least expense.

We offer three levels of Extended Support Plans for both instruments and systems. We'll cover our product for up to five years on one agreement. This demonstrates our belief in the quality of our products and our commitment to serving you.

	<i>Platinum</i>	<i>Gold</i>	<i>Silver</i>
Instruments	<ul style="list-style-type: none"> § 8 hour phone response on a 24/7 basis § Priority Service § Free Labor § Free replacement parts § Free Shipping § Free Software upgrades § Free up to 2 onsite support visits per year, as needed. 	<ul style="list-style-type: none"> § 12 hour phone response * § Priority Service § Free Labor § Free replacement parts § Free Return Shipping § Free Software upgrades § Free up to 1 annual onsite support visit per year, as needed. 	<ul style="list-style-type: none"> § Free Labor § Free Material § Free Return Shipping

* Gold Level Support response time is based on a regular business day 8 am to 5 pm (EST), excluding holidays and weekends.

In addition to the above standard features, we also offer a variety of options, which can be added to your agreement:

- § Spare Parts/Equipment – We'll provide you a recommended spares list at time of equipment purchase. If you want us to stock the equipment at our site, we'll save you money!
- § Extended Support for other suppliers' product.
- § Extended Support for competitor's product.
- § Site Extended Support Plans.
- § Report Writing (custom software)
- § Annual calibration (to company, industry and/or government requirements)
- § Refurbishment and/or Preventative Maintenance.

Because the standard extended warranty for Instruments is provided free for the first year, customers who select a Gold or Platinum level plan for the first year will receive a significant discount.

When we say we'll design a plan for you – we mean it! You can add, subtract, swap or modify ANYTHING in order to make it your plan. We price the plan based on what you need – not on what we think you need.

Platinum Care

Platinum Level Support is ideal for the facility or business that needs the highest level of service support and minimum downtime within a fixed budget. We work non-stop and expedite everything to support you.

- We strive to answer your call personally, but if not, one of our expert staff will contact you within 8 hours on a 24/7 basis.
- Within 1 business day of your unit's arrival at our Service Center, we will strive to have your instrument fault evaluated and repair underway. For most instruments, we can do this within four hours of receipt. Detectors require two days for diagnosis due to the cool-down, warm-up process.
- One of our coordinators will be assigned to follow your job from start to finish ensuring work never stops. You will be kept informed at key intervals (or as you request) on the status of your instrument or system.
- You will be given a contact list with the phone numbers, fax numbers and e-mail addresses of the assigned Coordinator, Contract Administrator, and Global Service Manager. Call us anytime for anything!
- With our priority service, we expedite the repair to include expedite charges to sub-tier contractors and suppliers as needed to get you back up and running.
- **Guaranteed instrument loan is available at additional premiums.**
- All labor is FREE.
- All materials and equipment used to restore your equipment is FREE.
- Return transportation is FREE.
- Free software upgrades for covered software.
- Free up to 2 onsite support visits by one of our ORTEC field representatives, as needed. Additional onsite visits are \$3000 per visit.

Gold Care

Gold Level Support offers a great combination of priority service at a constant budget.

- We strive to answer your call immediately, but if not, one of our expert staff will contact you within 12 regular business hours of your notification to us.
- With our priority service, we expedite the repair to include expedite charges to sub-tier contractors and suppliers as needed to get you back up and running.
- **Guaranteed instrument loan is available at additional premiums.**
- All labor is FREE.
- All materials and equipment used to restore your equipment is FREE.
- Return transportation is FREE.
- Free software upgrades for covered software.
- Free up to 1 onsite visit per year by one of our ORTEC field representatives, as needed. Additional onsite visits are \$3000 per visit.

Silver Care

Silver Level Support is our standard extended support plan; it is an extension of our free one-year initial warranty on all instruments and systems. This offers the most economical way to ensure you receive guaranteed support with a fixed budget. The price per year is usually far less than if you only require return-to-factory support once.

Options

In addition to the above plans that can be modified to your needs, we also offer the following options for an additional charge:

- § **Upgrade your existing HPGe detectors from any manufacture to ORTEC PopTop configuration for use on our X-COOLER-II and/or full product line of PopTop cryostat configurations which are interchangeable by user.**
- § Spare Parts/Units Stock - When we sell new product we are happy to provide a recommended stock list for spare parts and/or spare units. If you prefer, we can take responsibility for providing this stock and carrying the inventory at our location. You can save money versus buying it yourself.
- § Add other supplier's product - In addition to providing extended warranties for our product, let ORTEC manage the maintenance of other equipment. You only have to make one call and we take care of the rest.
- § Add competitor's product - In addition to ORTEC product warranties, we are often able to service product manufactured by a competitor. This makes our warranties more economical and easier for you. One phone call and your worries are over.
- § Total Site Support - Depending on the equipment installed – we can take responsibility for your site, department or laboratory maintenance needs. It's what we do for a living and allows you to focus on your business.
- § Report Writing (Custom Software) - If you don't have the time to write custom reports – let us. Our experts can do it right the first time for far less cost. We don't get paid until it meets your needs.
- § Annual calibration (to company, industry and/or government requirements) - When your equipment needs to be calibrated to factory specifications, who better than the expert factory engineer? You tell us the window and the requirements and we'll take care of the rest.
- § Refurbishment – when you have an older unit that you need to keep running, give us a call. We can refurbish the unit, replacing defective or suspect components, and test it to factory specifications.
- § Preventative Maintenance – ORTEC instruments are designed to provide years of excellent service and accuracy. However, regular PM can help ensure you get above average life on your equipment, especially if you have a hostile environment.
- § Rental Units – If your equipment goes down and you can't wait for its repair and return, check out our availability of rental units. Not only can we provide ORTEC equipment, we can provide suitable replacements for competitive product in many cases.

Pricing

For current pricing, please contact your ORTEC salesperson or call (800) 251-9750 ext 172 and speak with one of our Service Coordinators. All you need do is to tell us the equipment you want covered, the features you want, the start date, and how long you want the warranty to last. We'll either give you a quote on the spot or you'll have a formal proposal within 24 hours.

Conditions:

- ORTEC, AMETEK-AMT shall not be responsible for repairs and maintenance made necessary by the following acts, conditions or circumstances:
 1. Accident, negligence, or misuse of the equipment.
 2. Poor facility, operating conditions or utilities.
 3. Repairs or alterations to the instrument/system if performed by anyone other than an authorized AMETEK-AMT representative.
 4. Contamination of the equipment by biological, chemical or nuclear hazard.
- ORTEC, AMETEK-AMT is not liable for circumstances beyond our reasonable control to include acts of God, work stoppages, unavailability of transport, unavailability of communications and similar events.
- ORTEC, AMETEK-AMT is not liable for incidental or consequential damages. Liability is limited to refund of contract purchase price.
- If original or extended warranty lapses before purchase of a new warranty, ORTEC, AMETEK-AMT may require an inspection at customer expense before accepting instruments and/or systems on a new agreement.

ORTEC Global Service Group

Advanced Measurement Technology

801 South Illinois Avenue

Oak Ridge, TN 37831-0895 USA

Toll Free: 800-251-9750 x168

Fax: 865-483-2133

www.ortec-online.com