

Customer Site Service Agreements offer an excellent solution for quick and responsive support when equipment is damaged or fails. When you can't afford to be down — a site contract is the answer. Service Agreements are all inclusive which makes budgeting a breeze. All you need to do is pick up the phone and call our toll-free number and we take care of the rest.

Our North American Service Center, located in Oak Ridge, TN, has an experienced and dedicated field service staff ready to partner with you in improving your business or solving any problem you encounter. Since our ORTEC manufacturing and engineering colleagues are located on this site, our customers benefit from the additional depth of support we can offer.

We offer three levels of service for up to ten years duration. We can also custom tailor a contract to meet your requirements.

	Instruments	System
Platinum	1 hour ANYTIME* phone response 24 hour ANYTIME* on-site response Unlimited Visits Free Labor Free Parts Free Travel	Same as Instruments, plus: Free Software Upgrades Annual PM/Inspection Visit
Gold	24 hour phone response 72 hour on-site response Unlimited Visits Free Labor Free Parts Free Travel	Same as Instruments, plus: Free software upgrades
Silver	3 day phone response 5 day on-site response Unlimited Visits Free Labor Free Parts Free Travel	Same as Instruments, plus: Discount on Software Upgrades

In addition to the standard features above, we offer options to any plan for an additional charge.

- Spare Parts/Equipment
- Service for non-ORTEC equipment
- Total Site Support
- Report Writing (custom software)
- Annual calibration (to company, industry and/or government requirements)

Because ORTEC offers a one-year return to factory (RTF) warranty as standard on all products, the first year of an on-site agreement is offered at a reduced rate as a supplement to the standard warranty.

**ANYTIME is 24 hours a day, 7 days a week, 365 days a year. Other times are based on normal business days 8 a.m. to 5 p.m, EST, Monday through Friday, excluding holidays.*

PLATINUM LEVEL

Platinum Level service is ideal for the facility or business that needs continuous operating service or where compliance reporting must be constant. Budget worries are eliminated and our *ANYTIME, ANYWHERE, ANYTHING* service commitment means we are there when you need us, wherever you need us, and ready to do whatever it takes to get you back up and running.

Instrument Benefits:

We strive to answer your call immediately, but if not, one of our expert Service Engineers will contact you within one hour of your call, 24 hours a day/seven days a week/365 days a year.

Our service experts can be on-site within 24 hours of your request to troubleshoot and repair equipment. In most cases we can replace the defective unit with a temporary or permanent identical unit or perform maintenance on-site to return the unit to operating condition.

If we can not repair on-site, we will arrange and pay for transport to the ORTEC service center for repair. We will also pay the expedite charges to sub-tier contractors and suppliers as needed to get you back up and running. We then return the product to your site, install and test to your satisfaction.

- We'll be at your site as often as you need us. We don't limit the number of visits or exclude equipment from our Service Agreements.
- All labor is included.
- All parts used to restore your equipment are included.
- All travel and transport cost is included.

System Benefits:

In addition to ALL of the above features, when you buy a system and select Platinum Level coverage, you ALSO receive:

- Unlimited upgrades for all software listed on the support agreement.
- Annual preventative maintenance and/or inspection visit.

Site Service Support Agreement

GOLD LEVEL

Our Gold Level service is designed for customers who need guaranteed response times with priority service at a fixed price.

Instrument Benefits:

We strive to answer your call immediately, but if not, one of our Service Engineers will contact you within 24 hours.

We can be on-site within three business days to assess the problem and replace the defective unit with a temporary or permanent unit or perform maintenance to return the unit to operating condition.

If we can't repair the instrument on-site, we will arrange and pay for transportation to the ORTEC service center for repair. Upon completion, we will install and test to your satisfaction.

- Unlimited Visits — we'll be there as often as you need us!
- All labor is included.
- All Parts used to restore your equipment are included.
- All travel and transport cost is included.

System Benefits:

In addition to all of the above features, when you buy a system and select Gold Level coverage you Also receive:

- Unlimited upgrades for all software listed on the support agreement.

SILVER LEVEL

Silver Level service is the most economical means of support when the equipment precludes normal return-to-factory service. You gain budgeting ease and a guaranteed response time at a price usually far less than if you need to call us out at standard rates only once.

Instrument Benefits:

We strive to answer your call immediately, but if not, one of our Service Engineers will contact you within 72 hours.

We can be on-site within five business days to assess the problem and replace the defective unit with a temporary or permanent unit or perform maintenance to return the unit to operating condition.

If we can't repair the instrument on-site, we will arrange and pay for transportation to the ORTEC service center for repair. Upon completion, we will install and test to your satisfaction.

- Unlimited Visits — we'll be there as often as you need us!
- All labor is included.
- All parts used to restore your equipment are included.
- All travel and transport cost is included.

System Benefits:

In addition to all of the above features, when you buy a system and select Silver Level coverage you Also receive:

- Discounts on upgrades for all software listed on the support agreement.

Site Service Support Agreement

OPTIONS, PRICING, & CONDITIONS

Options

We also offer the following options for an additional charge:

ANYTIME Support – We're available for telephone support 24 hours a day, 7 days a week, 365 days a year. We're there when you need us! If you select this option you will be provided a special toll-free phone number. Call us anytime; one of our expert engineers will return your call within one hour to help identify the problem and find the solution.

Spare Parts/Equipment – With each new product sold we provide a recommended stock list for spare parts and/or equipment. Spare parts may also be purchased through our service center at volume discount.

Service for Non-ORTEC Equipment – In addition to providing extended warranties for ORTEC products, we manage the maintenance of other vendor's equipment. You make one call and we take care of the rest.

Total Site Support – Depending on the equipment installed — we can take responsibility for your site, department or laboratory maintenance needs.

Report Writing (Custom Software) – If you don't have the time to write custom reports — let us do it for you.

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?

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 worn components, and test it to factory specifications.

Preventative Maintenance – ORTEC instruments are designed to provide years of excellent service and accuracy. However, regular preventative maintenance can help ensure you get above average life on your equipment, especially in a hostile environment.

Rental Equipment – If your equipment goes down and you can't wait for repair and return, check out our availability of rental equipment. 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 representative or call (865) 482-4411 and speak with one of our Service Coordinators. Explain the equipment to be covered, the features you want, the beginning date, and duration of the warranty. We can provide a quote on the spot or a formal proposal within four hours.

Conditions

ORTEC 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, or utility conditions.
3. Repairs or alterations to the instrument/system if performed by anyone other than an authorized ORTEC representative.
4. Contamination by biological, chemical or nuclear hazard.

ORTEC is not liable for circumstances beyond our reasonable control which include acts of God, work stoppages, unavailability of transport, unavailability of communications and similar events.

ORTEC is not liable for incidental or consequential damages. Liability is limited to refund of contract purchase price.

If original warranty or subsequent service agreement lapses before purchase of new service agreement, ORTEC may require an inspection at customer expense before accepting instruments and/or systems on a new agreement.

Specifications subject to change
020805

ORTEC®

800-251-9750 • www.ortec-online.com

info@ortec-online.com • Fax (865) 483-0396

801 South Illinois Ave., Oak Ridge, TN 37831-0895 U.S.A. • (865) 482-4411

For International Office Locations, Visit Our Website



AMETEK
ADVANCED
MEASUREMENT
TECHNOLOGY