

Product Support Solutions

Enhanced Maintenance Programs

Providing Solutions since 1962

Features

Five Plans:

Three comprehensive plans
with 2 levels of:

- Response time
- Service availability

Hardware / Software Updates

User Training Course Tuition

Application Support

Back-up Lab Services

Discounts for:

- Multi-year
- Multi-site
- Multi-unit
- Accessories
- Consumables

Two Basic plans also available



Support Programs include a plan with dedicated support technicians, 24-hour, 7-day a week support with parts, travel, and labor included.

Micromeritics is a leading provider of laboratory instruments and services. Serving customers since 1962, Micromeritics Instrument Corporation has the experience, proven results, and customer satisfaction rates to help you meet your goals and objectives. Our customers are served by a world-wide network of factory trained representatives.

The Micromeritics Product Support Solutions plan is a comprehensive program that maximizes the benefits of ownership through minimizing operational costs due to instrument down-time and loss

in productivity. By choosing one of the customizable programs, your Micromeritics instrument will perform optimally.

Micromeritics offers five customized levels of product support and two levels of response time for a total of eight different programs. The all-inclusive plan provides total product support that includes 24/7 phone support, tuition-free classroom training, software and hardware updates, special website access, free application support, free sample testing services in the event of a critical instrument down situation, discount on accessories,

and 48-hour response time. Choose from a combination of services for the plan that meets your needs. You can also reduce your administrative burden (and costs) by choosing a discounted multiple-year, multiple-site or multiple-unit support plan. Please call us at (770) 662-3633 and ask to speak with a representative.

Our product support program keeps our customers satisfied and their instrument operational. We have taken a comprehensive approach in defining the desired level of product support to suit the needs of your organization.

Product Support Solution	1	2	3	4	5
Hardware / engineering updates	X				
Part of customer focus group	X				
Special website access	X				
Training Class discount	100%	25%			
Dedicated Service Technician	X	X			
Priority Tech Support	X	X			
Free application support	X	X			
Discount on accessories and consumables	10%	5%			
Special inbound phone number	X	X			
Lab Services as backup / % discount	X	50%	25%		
Free software upgrades	X	X	X		
Travel	X	X	X		X
Labor	X	X	X		X
Parts	X	50%	20%		X
Multiyear discounts	X	X	X	X	
ISO 9000 validation (optional)	X	X	X	X	
Preventive Maintenance / Calibration	1/year	1/year	1/year	1/year	
Multi-unit discounts (one site)	X	X	X	X	
Multi-site plan discount	X	X	X	X	
New Instrument purchase incentive	X	X	X		
On-site repair	X	X	X	X	X
Response Time Level (on site)					
Level A	48 hrs	48 hrs	48 hrs		
Level B	5 days	5 days	5 days		
Service Availability					
Level A	24 / 7	24 / 7	24 / 7		
Level B	8 hrs	8 hrs	8 hrs		

Product Support Plan 1, Response Time Option A (Program 1A)

This is a total product support solution including required engineering software and hardware updates, free MAS services in the event of a critical instrument-down situation, discounts on accessories, and 48 hour response time.

Product Support Plan 1, Response Time Option B (Program 1B)

This is similar to the 1A program but the response time is within 5 days.

Product Support Plan 2, Response Time Option A (Program 2A)

The options available in the 2A program are slightly less than the 1A. The discount on accessories is reduced and the MAS services are discounted by 50%. There is also a 25% price reduction on the cost of tuition for a training class. 48 hour response time.

Product Support Plan 2, Response Time Option B (Program 2B)

This is similar to the 2A program but the response time is within 5 days.

Product Support Plan 3, Response Time Option A (Program 3A)

Although the service provided in the level 3 program is reduced, those included are still targeted at keeping the instrument operational and properly maintained. The MAS services are discounted by 25% and parts are discounted 20%. 48 hour response time.

Product Support Plan 3, Response Time Option B (Program 3B)

This is similar to the 3A program but the response time is within 5 days.

Product Support Plan 4 <No Response Time Option> (Program 4)

This Program plan is designed to provide basic annual maintenance for your instrument. There is no response time option available for this plan. Customer invoiced for on-site repair.

Product Support Plan 5 <No Response Time Option> (Program 5)

Extended warranty, parts, labor, and travel expenses covered.