



BASIC SERVICE SUPPORT PLAN

The Basic Support Plan is designed to provide cost-effective coverage while minimizing the risk of downtime if a problem were to occur.

Contract subscribers will receive the following coverage:

- Up to 2 service repair visits, including travel, parts, and labor.
- Exclusive access to TA Instruments virtual Theory and Applications training courses.



- Coverage is not offered for the following parts:

DSC Cells	Peltier Concentric Cylinder Temperature Systems
All Furnaces	Rheology Pressure Cell
Forced Convection Ovens (FCO) – Ceramics and Heating Elements	TAM Calorimeters
Environmental Test Chambers (ETC) – Ceramics and Heating Elements	Nano DSC and Nano ITC Inserts
Peltier Plate Temperature Systems	DMA & DHR/HR Air Bearings
	ARES/RSA Transducer and Servo Motors

- Coverage of any of the following accessories (ACS-3, RCS, MCA, PCA, GCA, LNCS, LN2 Controller, and Fluid Circulator) can also be purchased for a small additional cost.
- Free TRIOS software upgrades.
- Performance Maintenance Visits (PMV) can be added to the Basic service contract at a discounted price.

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