



LOYALTY SUPPORT PLAN

Our experience with over 40,000 installations has shown that when users are well trained, systems receive routine preventive maintenance, and problems and concerns are addressed promptly, the result is improved instrument performance, increased uptime, and reduced cost of ownership.

The **Loyalty Support Plan (LSP)** has been designed to make this comprehensive support available for a modest, easily budgeted annual subscription fee, that is predicated on the benefits of uninterrupted coverage initiated at installation and continued for the life of the instrument.

This support product is available only for new instruments at the time of purchase or prior to the end of the warranty period. Once initiated, the LSP is renewable annually to provide uninterrupted coverage for the life of the instrument.

Loyalty Support Plan subscribers receive:

- An annual **Performance Maintenance Visit (PMV)**. Following a detailed checklist, your local, factory-trained Service Engineer will **upgrade software** and **firmware** as appropriate and provide a thorough **cleaning, inspection, and calibration** of the hardware. Worn items are replaced (at no additional cost) as necessary.

In addition to the benefits of preventive hardware & software maintenance and calibration, the PMV provides a great opportunity to review operation with your service engineer, often resulting in improved methods, productivity, and results.

- Should onsite repairs be needed, LSP subscribers receive **priority response**. Coverage **includes** all **service parts, labor, and travel**. No need for repair related purchase orders.
- In addition to traditional service parts, coverage **INCLUDES furnaces, DSC cells, and other temperature systems**.
- Coverage extends to include a standard accessory purchased from TA Instruments: Air Chiller System (**ACS**), DHR Environmental Test Chamber (**DETC**), Gas Cooling Accessory (**GCA**), LN2 Controller, Mechanical Cooling Accessory (**MCA**), Standard Furnace, and Refrigerated Cooling System (**RCS**).
- **Priority** phone and **email support**.
- Exclusive **access** to TA Instrument Virtual Theory & Applications **Training courses**.
- **10% discount** on consumables (for covered instruments).
- **Free TRIOS software upgrades**.

Comprehensive benefits combined with a modest annual subscription fee make the Loyalty Support Plan an outstanding value!

- Optimized instrument performance
- Well trained users
- Maximized uptime
- Protection from unexpected repair costs
- Easily budgeted operating expenses
- Reduced cost of ownership



Plan Features	BASIC Service Support	PLUS Service Support	PREMIUM Service Support	LOYALTY Service Support
Eligibility requirements	Instrument in good condition	Instrument in good condition	Instrument in good condition	Instrument recently purchased or under first year of service warranty
Annual Preventative Maintenance/ Calibration Visit (PMV)*	—	—	●	●
Repair service visits	Up to two, including travel, labor & some parts	Unlimited; including travel, labor & some parts	Unlimited; including travel, labor & parts	Unlimited; including travel, labor & parts
Discount on all consumable parts and supplies	—	●	●	●
Coverage for a standard accessory	—	—	—	●
Renewal Requirements (up to 3 months post-contract-end date)	Annual Renewal	Annual Renewal	Annual Renewal	Annual renewal required to maintain LSP pricing

Coverage for the Following accessories: **

Peltier Plate Temperature Systems	—	●	●	●
Peltier Concentric Cylinder Temperature Systems	—	●	●	●
DSC Cells and All Furnaces	—	—	●	●
Forced Convection Ovens (FCO) – (Ceramics and Heating Elements)	—	—	●	●
Environmental Test Chambers (ETC) – (Ceramics and Heating Elements)	—	—	●	●
Electrically Heated Plates (EHP and UHP)	—	—	●	●
Rheology Pressure Cell	—	—	●	●
TAM Calorimeters	—	—	●	●
Nano DSC and Nano ITC Inserts	—	—	●	●
DMA Air Bearing Frame	—	—	●	●
ARES/RSA Transducers and Servo Motors	—	—	●	●

— Not Included ● Included

*PMVs can be added to both the BASIC and PLUS Support Plans at an additional cost (see Support Plan FAQ for more information)

**Coverage for major Accessories can be covered as an addition to any of our Support Plan offerings (instrument which uses the accessory must be covered)

Support Plan FAQ:

What are my options?

- If your instrument is recently out of warranty or currently under its first year of warranty, it is eligible for our discounted Loyalty Service Plan (LSP)
- If your instrument is more than 3 months out of warranty, it is eligible for these service plans:
 - o Premium
 - o Plus
 - o Basic

Which plans include an annual PMV?

- LSP
- Premium

Add-on PMVs can be added to the LSP and Premium plans at a discounted rate.

What if I don't purchase a PMV and end up needing one?

- On-Demand PMVs are available at any time.
- On-Demand PMVs are more costly than an add-on Plan PMV which can be purchased at the beginning of a service contract.

How long does my plan last?

- All service plans last for one year (unless you would like to purchase a multi-year agreement).
- Basic, Plus & Premium Support Plans are optional to renew annually.
- Loyalty Support Plans require an annual renewal to maintain LSP pricing.

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