



PREMIUM SUPPORT PLAN

The Premium Support Plan provides unlimited services visits for the ultimate coverage. Customers can enroll in this plan at any time during the life of the instrument.

Premium Support Plan subscribers receive:

Annual Performance Maintenance Visit

Following a detailed checklist, your local, factory-trained Service Engineer will upgrade software and firmware as appropriate and provide 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.

If internal practices should require it, additional Performance Maintenance Visits are available for purchase.

Software Updates

Free TRIOS updates for applicable instruments.

Service Availability & Parts Included

Should onsite repairs be needed, Premium subscribers receive priority response. Coverage includes all service parts, labor, and travel. No need for repair related purchase orders.

Services will be delivered in one of four ways:

- 1) A service representative will be dispatched to the customer site.
- 2) The instrument will be serviced at an off-site TA Instruments repair facility.
- 3) A service representative will guide the customer through a troubleshooting routine on the phone to resolve the issue.
- 4) Replacement parts with appropriate installation instructions will be shipped to the customer.

In addition to traditional service parts, coverage INCLUDES furnaces, DSC cells, and other temperature systems.

- Fox Instrumentation – Plates 50% discount off list price



Technical Support

During the coverage period, customers will receive priority telephone and email support during working business hours.

Training

Exclusive Access to TA Instrument Virtual Theory & Applications Training Courses.

Discounting Perks

10% discount on consumables (for covered instruments).

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Coverage Exclusions

The customer is responsible for purchasing and installing operating supplies without any on-site assistance from a TA Instruments service representative.

The following is a list (but not inclusive to) of operating supplies and consumables not covered by any support plan.

- Quartz or ceramic items, thermocouples and beams
- Air bearing failures caused by contamination
- Platinum wires
- Sample pans, crucibles or quartz boats
- Calibration standards & calibration oils
- Liquid N₂
- Geometries/tools
- Purge gases (N₂, He, etc.)
- Gas filters and dryers
- Conditioner for water bath

Non-TA Instruments System Components

The Loyalty and Support Plans do not include service coverage for non-TA Instruments products and accessories that are connected to the TA Instruments modules, accessories, and controllers. It is the customer's responsibility to obtain service coverage for such components from the original equipment manufacturers.

The following is a list (but not inclusive) of non-TA Instruments system accessories and instruments:

- Computers, servers, and peripherals
- EGA-detectors like FTIR or MS
- Refrigerated Coolers
- Circulators and Chillers

Comprehensive coverage of the instrument guarantees optimal performance, worry free operation.

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



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