TA Instruments has a reputation for product innovation and quality. Combined with our dedication to support, it’s easy to see why TA Instruments enjoys outstanding customer loyalty.

Service is a cornerstone of the support we provide our customers every day. The vast array of training products ensures that our customers utilize their instruments effectively, maximizing return on investment. To provide this support, TA Instruments has assembled the largest worldwide team of service and support professionals in the industry.

Others promise good support. Talk to our customers and learn how TA Instruments consistently delivers exceptional support.
Your TA Instruments thermal analysis or rheology system is a significant investment. An Advantage Support Contract is a cost-effective way to protect that investment and ensure your instruments are utilized fully. Three contracts are available, including:

**PREMIUM**

*For the ultimate in coverage…* The Premium contract provides unlimited service visits, which includes labor, travel and all parts. One Preventative Maintenance Visit (PMV) helps prevent problems. Users have unlimited access to all e-Training courses and Applications/Hands-On Training courses offered throughout the year. DSC cells and furnaces are covered with this contract, and consumables can be purchased at a 10% discount.

**PLUS**

*Affordable peace of mind…* Unlimited service visits including labor, travel and all parts are standard with the Plus contract. In addition, the contract includes unlimited access to e-Training courses and a 10% discount on consumable purchases.

**BASIC**

*Cost effective emergency service…* The Basic contract provides two (2) service visits that includes all labor, travel, and parts. It is designed to provide cost effective emergency repairs, minimizing the risk of instrument downtime if a problem does occur.
Advantage Support Contracts provide peace of mind, knowing that any problems that occur will be corrected rapidly and without further cost. These agreements include the following benefits:

- **Three Contract Levels Fit Every Budget and Need**
  All contracts include labor, travel expenses, and repair parts so you only have one cost to consider when budgeting maintenance on your system, but provide various options for added value.

- **Instrument Training Available**
  Instrument training is available as part of select contracts, ensuring that operators have access to TA Instruments extensive instrument training programs.

- **Preventative Maintenance Visits**
  Included with Premium contracts or added as an option, these visits keep your system functioning at peak performance and help reduce downtime. A Field Service Representative will verify system performance, and calibrate using certified standards.

- **Discount on Parts and Cell/Furnace Coverage**
  On select contracts, parts and consumables can be purchased at a 10% discount, and DSC cells and furnaces are covered.

- **Guaranteed Response Time and Problem Resolution**
  Phone calls to our Field Service Representatives are returned within one business day and calls to our Technical Hotline (before 2:00 p.m. EST) are returned the same business day. Priority service ensures that repair problems are resolved within (3) three business days of receiving phone contact, minimizing downtime.
ADDITIONAL SERVICE OPTIONS

TA Instruments offers additional options for instrument repair, in addition to the Advantage Support Contracts. The service provided is of equal quality, with rapid response. Only genuine, quality TA parts are used and instrument performance is always verified after repairs are completed.

DEMAND SERVICES

On-site demand service is available if you elect not to cover your instrument with an Advantage Support Contract. With demand service, you pay only for the service required to correct a specific problem. The cost for demand services will depend on where you are located, the amount of time required to correct the problem, and the parts used.

SERVICE SHOP

TA Instruments maintains a large staff of in-house Service Specialists trained in all aspects of instrument repair. Instruments can be returned to the Service Shop for repair to save travel cost associated with on-site demand service, for more extensive repairs, or for upgrades not available in the field. The cost will depend on how long it takes to evaluate and repair the problem, what parts are needed, and the freight costs.
The FDA and GLP require companies to certify and validate instrumentation. TA Instruments’ Installation Qualification (IQ) and Operational Qualification (OQ) procedures are targeted to meet that need.

If the IQ/OQ package is purchased with the original system, our Field Service Representative will complete the procedure at no additional cost when performed during the normal installation visit. If the IQ/OQ or OQ package is purchased at any other time, the Field Service Representative will charge the customary travel and labor rate in addition to the cost of the IQ/OQ or OQ package. Alternatively, the customer can purchase the IQ/OQ or OQ package and take responsibility for performing and certifying the validity of the procedure.

To obtain the IQ/OQ or OQ package, order:

- PN 700700.901  IQ/OQ (Thermal Controller & 1 Module)
- PN 700700.902  IQ/OQ (Thermal Controller & 2 Modules)
- PN 700700.903  IQ/OQ (Thermal Controller & 3 Modules)
- PN 700701.901  IQ/OQ (AR Rheometer)
- PN 700700.904  IQ/OQ (Advantage Integrity™ Server)
- PN 700704.901  OQ (Thermal Controller & 1 Module)
- PN 700704.902  OQ (Thermal Controller & 2 Modules)
- PN 700704.903  OQ (Thermal Controller & 3 Modules)
TA Instruments offers calibration with certified standards for users of DSC, TGA, SDT, and TMA thermal analysis systems, and AR rheometer systems. These products are designed for all laboratories that require periodic recalibration (either by a qualified third party or by internal personnel) with traceable standards. Two options are available:

1) Service Calibration
A qualified Field Service Representative provides calibration using reference materials traceable to a National Reference Laboratory (NRL) and appropriate ASTM International Standard Procedures. Certificates of standards traceability and calibration are provided as documentation. This calibration is included as part of the Preventive Maintenance Visit, or on a time and materials basis. For complete details on available options, contact the TA Instruments Service organization at 302.427.4050 or your local Field Service Representative.

2) Calibration Kits
Kits containing the traceable reference material and appropriate test protocol are available for customers who wish to perform their own calibration. Kits available include the following:

- **DSC Calibration Kit (PN 915060.901)**
  Includes a primary indium reference material, ASTM E 967 and E 968 test methods describing the calibration protocol, and the associated ISO 9000 documentation providing both temperature and enthalphic calibration traceability.

- **TGA/SDT Calibration Kit (PN 952384.901)**
  Includes secondary alumel and nickel curie temperature reference materials, a suitable magnet, ASTM E 1582 test method describing the calibration protocol, and associated ISO 9000 documentation.

- **TMA Calibration Kit (PN 944206.901)**
  Includes primary indium and secondary aluminum reference materials, ASTM E 1363, E 2113 or E 831 test methods describing the calibration protocols, and the associated ISO 9000 documentation.
Training Advantage

TA Instruments understands that our customers value instrument and applications training. The breadth of our programs, the experience of our staff, and our training facilities are unparalleled in the industry. Available training options include:

Initial Installation & Training
The TA Instruments Training Advantage begins when your thermal analysis or rheology instrument is installed. During the installation, our local Field Service Representative will show you how you can do the following:

- Calibrate your new instrument
- Use the software to set up an experimental run
- Prepare a sample for analysis
- Create and run a method
- Analyze the data

Our local Field Technical Representative is available after the installation for additional onsite training.

Theory & Applications Training Courses
The TA Instruments Theory & Applications Training Courses are one-day, lecture based courses designed to familiarize the user with applications, method development, and operating techniques of our thermal analysis and rheology instrumentation. Except for the advanced courses, these are included at no charge with the purchase of any thermal or rheology module, or can be purchased after that.

Hands-On Training Courses
These two-day courses combine lecture and hands-on training. Class size is limited to ensure an ideal learning environment. Topics covered include theory, instrument and software operation, calibration, and applications. These courses are fee-based and held at regular intervals.

Custom Onsite Training Courses
A TA Instruments professional applications staff member teaches these courses at the customer’s site. The courses can be customized based on customer needs.

For information or to register, visit www.tainstruments.com/support/training.html
E-Training Courses

TA Instruments offers a variety of live and pre-recorded courses via the Internet. You log in on your computer and view the presentations. Live courses offer a teleconference (U.S. phone number), so that you can interact with the speaker. As always, with TA Instruments, an experienced thermal analyst or rheologist presents every course. E-Training opportunities include the following:

QuickStart e-Training Courses

QuickStart e-Training courses are designed to teach a new user how to set up and run samples on their thermal analyzer or rheometer. These 60-90 minute courses are available pre-recorded, or can be presented live upon request. The pre-recorded courses are available to all users at no charge, while the live courses are nominally priced. Typically these courses should be attended shortly after installation.

Individual courses cover our Q Series™ thermal analysis systems, Rheometrics Series rheometers, and data analysis software. Attendees will receive the following:

- A basic understanding of the instrument
- Instructions on set-up, running, and analyzing data for a typical experiment
- Instructions on calibration, routine maintenance, and tips on sample preparation
- Instructions on using the extensive, built-in help system

Advanced e-Training Courses

Several advanced courses are available for both thermal analysis and rheology. These courses are available pre-recorded or can be presented live upon request, and are nominally priced. The advanced courses take the user beyond the basics, and are available for specialized techniques such as Modulated DSC®.

For information or to register, visit www.tainstruments.com/support/training.html