

IM 9500 Customer Support Packages

Perten Instruments Customer Support Packages are designed to help you get the most from use of your IM 9500 NIR Analysis Systems. Our packages are comprehensive addressing hardware, software, and applications support issues.

Design & Quality by Perten Instruments of Sweden

Predictive Maintenance

Preventive Maintenance - 1 per year

- Preventive Maintenance Service consists of replacement of wear out parts, alignment of critical components, and provides a general assessment of the instrument condition. This improves the instrument reliability, maintains performance, and minimizes breakdowns.
- Preventive Maintenance is performed on site (Exceptions apply.) in due time before the harvest.
- A selection of reference samples for a variety of products and parameters are run and the standardization is post to the preventive maintenance, performed remotely by the headquarter, if established and agreed that it is required
- A Certificate of Performance is supplied at completion of preventive maintenance service. The certificate reviews performed services, documents the instrument meets manufacturer's specifications, and lists any recommended actions, exceptions or deviations.

Spare Parts

Spare parts (including kits and upgrade kits) inclusion is dependent upon Customer Support Package selected. Spare parts are always genuine Perten Instruments parts that meet or exceed all original performance specifications.

Travel and Shipping Charges

On-site - For on-site repair a zone charge is applied. Zones are determined by proximity to nearest Perten Service Center. Inclusion is based upon Customer Support Package selected.

Ship in - Customer pays for shipping of his/her priority choice both ways.



Unscheduled Corrective Action

Repair

When repair is required, a service technician will coordinate with you as to whether it is best to ship to our service center or repair on-site. Criteria that may go into the discussion are timing, cost for both options, and complexity of the repair. Labor is charged at an hourly rate in full hour increments. The hours charged are for general assessment, repair, administration, and monitoring of the instrument. The time for a technician to be on-site is generally within 3 business days.

Spare parts inclusion is based upon the Customer Support Package selected.

Next-Day-Onsite-Service

Same as the standard repair, but guarantees a technician to be on-site the next day provided that the call is received before 14:00. This service includes one on-site emergency visit per year. Any additional emergency visits will be charged at cost of travel only.

Monochromator Extended Warranty

The monochromator is the most critical component of the IM 9500 instrument. Customer Support Package subscribers get either a three year warranty or life time warranty on the Monochromator, depending on which Customer Support Package.

Loan Instrument

Provides temporary replacement Inframatic during an extended repair. The loaner equipment may be of a different model but will meet the application performance to the extent required at that time.

Technical Support

Phone & Email Support - Business Hours

Remote technical support by e-mail or phone during Perten business hours - 8:00 - 17:00.

Phone Support - Extended during harvest

Remote technical support by phone extended hours during the harvest. Monday to Friday: 08:00 - 20:00. Saturday and Sunday 10:00 - 14:00.

We do what we say we'll do.



Remote Instrument Access

Allows Perten service and applications specialists to remotely access your instrument during business hours to troubleshoot, modify calibrations, upgrade software etc. without customer intervention.

Customer must provide Internet Access (such as LAN, mobile broadband or GPRS).

Software

Support

Remote software support by e-mail or phone during Perten business hours - 8:00 - 17:00

Updates

When a new version of Perten software is available, it will be installed at next service at no extra charge. NOTE: 3rd party software is not covered.

NIR Calibration Services

Standardization

A calculation aligning the NIR predicted values to the laboratory reference values.

- Perten applications specialists can perform standardization with remote instrument access after the preventive maintenance has been carried out and the reference samples have been analysed by the service engineer. It can also be done upon request at another time if reference data and NIR data is provided by the customer.

Calibration Model Update

Every harvest is slightly different from the previous ones, as new hybrids are used and growing conditions change from year to year. To make sure that accuracy of your IM 9500 remains optimal Perten expands calibrations regularly with samples from all over the world. Support Package subscribers get their IM 9500 updated with the expanded calibrations every year at the time of Preventive Maintenance.

Phone & Email Support - Business Hours

Remote applications support by e-mail or phone during Perten business hours - 8:00 - 17:00.

Phone Support - Extended during harvest

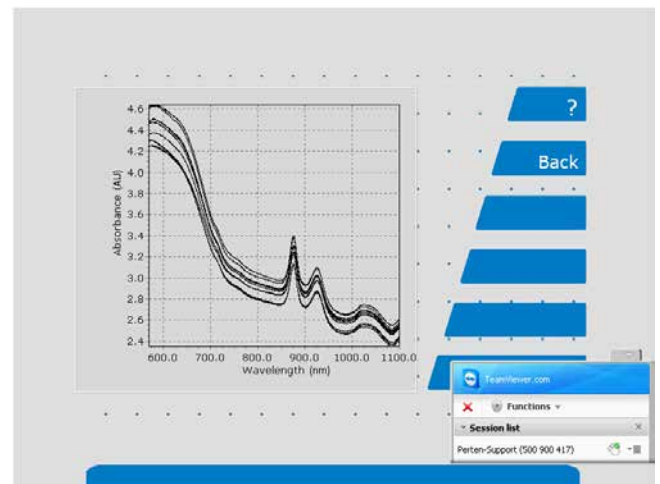
Remote application support by phone extended hours during the harvest. Monday to Friday: 08:00 - 20:00. Saturday and Sunday 10:00 - 14:00.

Verification - 3rd Party Approval

In some countries annual verification by a third party is available and sometimes even legislated. Where applicable this service has a separate order form and procedure - not included. The verification must however be done in conjunction with annual Preventive Maintenance at the Perten Service Center. Terms, conditions and availability varies locally.

Operator Training (Perten Location)

Operator training covers routine operation and maintenance - the same training provided at the time of installation. It can be ordered for new staff training at a Perten office location.



Properly maintained instruments and calibrations ensure optimal performance.

Customer Support Packages

We offer two levels of Customer Support Packages to meet your unique requirements.

	Package	
	Extended	Comprehensive
Predictive Maintenance		
Preventive Maintenance (Perten Location)	Yes	Yes
Spare Parts	List price	Included
On-site Service	Included	Included
Unscheduled Corrective Action		
Repair	List price	Included
Next-Day-Onsite-Service	During harvest	Yes
On-site Service (Zone Charge)	List Price	Included
Monochromator Extended Warranty	3 years	Life time
Loan Instrument - during unscheduled repair	At Shipping Cost	Included
Spare Parts	List Price	Included
Technical Support		
Phone and Email Support - Business hours	Yes	Yes
Phone Support - Extended hours during harvest	Yes	Yes
Remote Instrument Access	Yes	Yes
Software		
Support	Yes	Yes
Updates (Perten software only – 3rd party excluded)	Yes	Yes
NIR Calibration Services		
Standardization	Yes	Yes
Calibration Model Update	Yes	Yes
Phone and Email Support - Business hours	Yes	Yes
Phone Support - Extended hours during harvest	Yes	Yes
Remote Instrument Access	Yes	Yes
Verification - 3rd party approval (where applicable)	List Price	30% Discount
Operator Training (Perten Location)	List Price	Included