

# DA 7200/7250 Customer Support Packages



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

## Predictive Maintenance

### Preventive Maintenance - 1 per year

- Preventive Maintenance Service consists of replacement of parts with limited life, alignment of critical components, and provides a general assessment of the instrument condition. This improves the instrument reliability, maintain performance, and minimizes breakdowns.
- Preventive Maintenance is performed at the Perten Service Center or customer site.
- Included in the preventive maintenance - labor, reference sample (where applicable) and depending on inclusion travel costs.
- A Certificate of Performance is supplied upon completion of preventive maintenance service. The certificate reviews performed services, documents that instrument meets manufacturer's specifications, and lists any recommended actions, exceptions or deviations.

### Remote Instrument Assessment

Periodic instrument check is conducted between preventive maintenance via remote connection. Instrument logs are reviewed for alarms and early warnings. Optic, database and operator system performance are reviewed.

### 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 service a zone charge is applied. Zones are determined by proximity to nearest Perten Service Center.

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. Due to the complexity of our instruments, this typically takes a minimum of three hours. 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.

### Spectrometer Upgrade

The spectrometer is the most critical component of the DA instrument. The upgrade program is provided to enable repair or replacement with a refurbished, upgraded spectrometer as deemed appropriate by the technician.

### Spectrometer Extended Warranty

DA 7250 Customer Support Package subscribers get a three (3) year warranty on the Spectrometer.

### Guaranteed Rental Instrument

Provides temporary replacement DA during an extended repair within one business day - shipping time excluded. The loaner equipment may be of a different model but should meet the application to the extent required at that time.

**Properly maintained instruments and calibrations ensure optimal performance.**

**We keep you running.**



## Technical Support

### Phone & Email Support - Business Hours

Remote technical support by e-mail or phone during Perten business hours 08:00 - 17:00.

### Phone Support - Extended Hours

Remote technical support by phone during a limited, pre-defined period.

Monday to Friday 08:00 - 20:00.

Saturday and Sunday 10:00 - 14:00.

### Phone Support - 24/7

Remote technical support by phone available 24 hour a day, seven days a week. Holidays excluded.

### 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 08:00 - 17:00

### Updates

When a new version of Perten software is available, it will be provided at no extra charge if subscribing to this service. NOTE: 3rd party software is not covered.

### Licensable Features

Service fee for software installed with added features to the basic software included.

## NIR Calibration Services

### Bias of Calibration Models

A calculation aligning the NIR predicted values to the laboratory reference values. It is good laboratory practice to perform a bias check at least once per year, using a sufficient number of samples.

### Calibration Model Update

Due to variation such as grain hybrids, production processes between locations, new suppliers, etc., calibration models can be improved through updates. A calibration update takes a current calibration model and modifies it using new samples.

### Calibration Model Development

A calibration is a mathematical model that is applied to the instrument spectra that predicts contents of a product with accuracy similar to that of wet chemistry methods. Calibration model development is required for new product applications.

### Additional Perten Calibration Models

Selected from our comprehensive Perten Calibration Database as single items or calibration packages.

### Phone & Email Support - Business Hours

Remote applications support by e-mail or phone during Perten business hours 08:00 - 17:00.

### Phone Support - Extended Hours

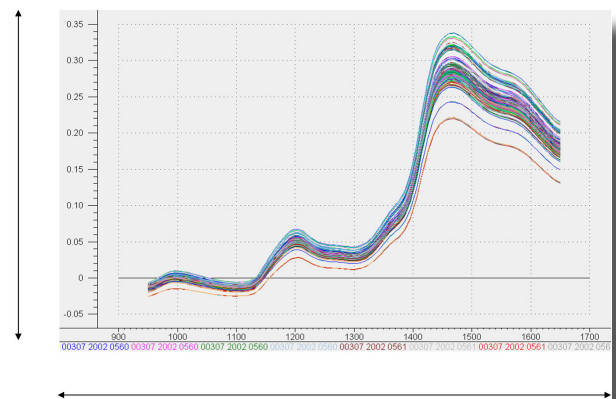
Remote application support by phone during a limited, pre-defined period.

Monday to Friday 08:00 - 20:00.

Saturday and Sunday 10:00 - 14:00.

### 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.



# Customer Support Packages

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

	Package		
	Extended	Extended Plus	Comprehensive
<b>Predictive Maintenance</b>			
Preventive Maintenance	Yes	Yes	Yes
Remote Instrument Assessment	No	Yes	Yes
Spare Parts	List price	Discounted	Included
Onsite Service (Zone Charge)	List Price	Included	Included
<b>Unscheduled Corrective Action</b>			
Repair	List price	Discounted	Included
Next-Day-Onsite-Service	No	No	Yes
Onsite Service (Zone Charge)	List Price	Discounted	Included
Spectrometer Upgrade	List Price	Discounted	Included
Spectrometer Extended Warranty (DA 7250)	3 years	3 years	3 years
Guaranteed Rental Instrument	No	No	Yes
Spare Parts	List Price	Discounted	Included
<b>Technical Support</b>			
Phone and Email Support - Business hours	Yes	Yes	Yes
Phone Support - Extended hours	No	Yes	Yes
Phone Support 24/7	No	No	Yes
Remote Instrument Access	Yes	Yes	Yes
<b>Software</b>			
Support	Yes	Yes	Yes
Updates (Perten software only – 3rd party excluded)	Yes	Yes	Yes
Licensable Features	Discounted	Discounted	Included
<b>NIR Calibration Services</b>			
Bias of Calibration Models	Yes	Yes	Yes
General Calibration Model Update	Yes	Yes	Yes
Calibration Model Development or Own Update	No	Yes	Yes
Additional Perten Calibration Models	Included	Included	Included
Phone and Email Support - Business hours	Yes	Yes	Yes
Phone Support - Extended hours	No	Yes	Yes
Remote Instrument Access	Yes	Yes	Yes
Operator Training (Perten Location)	List Price	Discounted	Included

For pricing information and support, see contact details at [www.perten.com](http://www.perten.com) for your region.