



USERCARE - Our customer program for technical service

The goal of **USERCARE** is,

- the proper functioning of the analytical systems.
- their full use for the user
- to minimize unpredictable downtime due to technical defects
- to improve the calculatory planning of system operating costs

The long-standing expertise of the CHROMTECH team with analytical measuring instruments, in particular with automatic samplers from CTC Analytics, as well as mass spectrometers, gas chromatographs and HPLC systems from Agilent Technologies, usually enable rapid fault diagnosis and troubleshooting for a technical problem or a defect. Experience has shown that systems that are serviced at regular intervals have a significantly lower failure rate caused by "spontaneous" technical failures than systems that are experiencing only irregular or no maintenance at all.

Based on this insight, CHROMTECH now offers three different **USERCARE** service contracts, tailored to meet customer requirements:

1. **USERCARE C** - Maintenance PAL systems and / or mass spectrometers

The contract includes:

One preventive maintenance / year

48 hrs. response time in case of technical malfunctions

10% discount on labor and travel expenses for invoices for possible troubleshooting/fault repair in the current contractual year

OPTIONAL: **USERCARE Online Support**, for rapid troubleshooting and reduction of travel and labor costs, as far as technically possible.

2. **USER CARE B** - Service Pal systems and / or mass spectrometers

The contract includes:

One preventive maintenance / year

48 hrs. response time in case of technical malfunctions

Labor and travel expenses for troubleshooting

USERCARE Online Support, for rapid troubleshooting

3. **USER CARE A** - Full Service PAL Systems and / or mass spectrometers

The contract includes:

One preventive maintenance / year

48 hrs. response time in case of technical malfunctions

Labor and travel expenses for troubleshooting

USERCARE Online Support, for rapid troubleshooting

Spare parts required for fault removal/repair

Other **USERCARE** products:

4. **USERCARE** Online Support
(optional for **USERCARE** Contract C)

For quick fault diagnosis / troubleshooting and reduction of travel and travel expenses and labor costs as far as technically possible.

Includes:

12 months telephone and/or online help via internet connection, for technical issues and/or application questions/problems.

5. **USERCARE** IQ/OQ/PQ

Installation-, operation-, and performance qualification procedures on CTC PAL systems and Agilent GC/GC-MS systems

USERCARE service contracts have a term of 12 months. It shall be extended by a further 12 months in each case provided that it is not terminated by one of the two contracting parties in writing at the latest one month before the end of the current contractual year.

CHROMTECH GmbH maintains 2 locations from which **USERCARE** service is carried out: Idstein and Paderborn. To calculate **USERCARE** prices, the nearest location to the customer is selected.

CHROMTECH is partner from:

