

Danalyzer Model 500[®] Maintenance & Support Options

Analytical Engineering offers a series of comprehensive support and maintenance package options for all the various build states of the Danalyzer Model 500[®] Process Gas Chromatograph[®] operated with the 2251, 2551 or 2350A Danalyzer[®] controller as detailed below:

Retainer fee option

Client pays a retainer fee per month. Retainer to include:

- One experience and fully equipped Engineer, available within 3-4 days (normally within 24 hrs but not guaranteed unless specified)¹.
- 24/7 Telephone Support.
- KPI Data to be supplied as required, frequency to be agreed.
- Site time and materials charged additionally in accordance with an agreed rate.
- Client can only use Analytical Engineering for Danalyzer Maintenance.

No formal contract option, Analytical Engineering attends site

- Should client elect to use Analytical Engineering, we would attend site at a mutually agreed time. Normally this would be within 3-4 days but cannot be guaranteed.
- Analytical Engineering would charge standard rate as applicable at the time².
- Analytical Engineering would charge applicable standard hourly labour rate for telephone support.

No formal contract option, remote support package

- Analytical Engineering ship to site all test equipment and spares required to complete repairs.
- Analytical Engineering supply remote support to clients' site technician who actually carries out the repair work.
- Analytical Engineering would charge for shipping and hire of our test equipment and spares used. Remote support would be charged in accordance with standard rate³.

Our web site, www.analyticaleng.com details all our Danalyzer Maintenance and Support Packages.

Footnotes

¹ This option can be tailored to your specific requirements. For example, you may require 24 hr or same day response to site.

² Standard rates are subject to change without notice.

³ Standard rates are subject to change without notice. Please refer to separate sheet detailing this Maintenance Option.