

Extended Warranty Contract

PRODUCT DESCRIPTION

The Extended Warranty Contract for the LIGHTHOUSE FMS benchtop series verifies that your headspace analyzer is operating optimally. It also ensures that you avoid unexpected repair costs should a technical fault occur.

The Extended Warranty Contract includes the following components:

- Extension of the warranty for one, two, or three years.
- Return to factory repair free of charge including shipment, spare parts, and labor.
- One Preventive Maintenance Visit per year (see below).
- Technical support during business hours. On-site when required.

- Software updates, if applicable.
- Additional standards sets at 10% discount.
- Additional container kits at 10% discount.
- Priority over non-contract customers.

Preventive Maintenance Visit (PMV)

The Preventive Maintenance Visit is an integral part of the Extended Warranty Contract. It is performed once every twelve months by a qualified LIGHTHOUSE representative. The purpose of the PMV is to promote optimum System performance by identifying and correcting any potential issues that may affect performance. The PMV contains the following elements:

- Running the system in diagnostic mode to check, record and optimally adjust, if necessary, factory set configuration parameters.
- A System performance test for each vial configuration.
- A full inspection of the resonance signal tuning to verify the absence of background features.
- Software updates when appropriate.

