

Premium Support Packages

Personalized Services Ensure Maximum Uptime and Operational Efficiency

Orolia products are designed to provide the highest levels of reliability. Should one of our products experience a problem, a Premium Support Package* (PSP) guarantees you a fast resolution that will get your operations up and running in the shortest possible time. For the most critical applications, we offer a Gold Level PSP to keep your systems operating at maximum efficiency. Combined with our industry-leading, five-year warranty on most products, a Orolia Premium Support Package is an investment you can make with confidence.

Premium Support Package Benefits

- 24/7 access to Orolia support services team
- Valuable technical and service knowledge from experts
- Fast diagnostics and streamlined repair services
- Priority shipping and turn-times to minimize equipment downtime
- Immediate access to replacement products
- Access to software updates
- Regular scheduled calibrations
- On-site troubleshooting

Service Descriptions

24x7 Telephone support

- Response time less than 60 minutes from receipt of call
- Includes support for web user interface utilizing remote terminal capability

Equipment Service / Repair

- Service/repair on Orolia equipment in-warranty or out-of-warranty
- Priority scheduling
- Fast turnaround through streamlined process
- Express 24-hour loaner service (loaners are sent out by next business day)

Advanced Replacement

- Shipment of replacement products the next working day from receipt of call
- Where applicable Orolia will deploy a set of advanced replacement products close to the customer site. These products remain Orolia property and will be used as replacements only if a failure occurs.



Software Updates

- Access to software and firmware updates that incorporate enhancements and improve reliability

Calibration

- Priority calibration turn-time provided for supported instruments

Onsite Troubleshooting

Should an on-site service visit be necessary, Orolia will provide a technician to evaluate and troubleshoot Orolia equipment. These site visits will include:

- Dispatch of a technician when a site visit is necessary
- Up to 2 days of onsite troubleshooting, repair, service and test

Service Level Options

SERVICE	GOLD PSP	PSP
24/7 access to customer support	YES	YES
Software updates	YES	YES
Priority repair scheduling	YES	YES
Free loaners	YES	YES
Advanced replacement	YES	NO
Calibration included	YES	NO
Onsite troubleshooting	OPTIONAL	NO

*The Premium Support Package may not be supported in all regions.