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**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>GOLD PSP</th>
<th>PSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/7 access to customer support</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Software updates</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>Priority repair scheduling</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>Free loaners</td>
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<td>YES</td>
</tr>
<tr>
<td>Advanced replacement</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Calibration included</td>
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<td>NO</td>
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<tr>
<td>Onsite troubleshooting</td>
<td>OPTIONAL</td>
<td>NO</td>
</tr>
</tbody>
</table>

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