



Man-Tech Service Options Booklet - 2008

Who is Man-Tech?

The Man-Tech group of companies was formed in 1969 to meet the need for a distributor organization specializing in the area of analytical and separation techniques. A winner of the 50 Best Managed Private Companies program 3 years in a row, the Man-Tech group has distinguished itself over the years in product and service excellence. This prestigious award was a result of our motivated team of expert employees, our outstanding approach to customer service, as well as our implementation of innovative and advanced business strategies.

Our Commitment to Support...

Our QualityCare service team is committed to providing the highest level of service and support in the industry. This highly qualified team of Instrumentation, Technical Support and Service Specialists ensure that your equipment is always working a peak performance. Our staff receives regular training and updated information on all of the products that we support. We maintain close relationships with the manufacturers and suppliers that we represent so that any changes in product lines are communicated to our staff. This ensures that the most current information is always available to you, our valued customer.

Three modes of support are available to you during the lifecycle of your product to ensure you get optimal performance from your instrument:

- Mode 1 – Installation and Training
- Mode 2 – Technical Support
- Mode 3 – Service Support

Installation and Training

Installation and training must be purchased for any system and will be performed by friendly representatives who are experts on the equipment and understand your applications. The cost of the installation and training will be presented at the time of quotation for the system and it includes:

- Travel expenses
- Instrument setup
- Verification of the instrument performance to manufacturers specifications
- Setup of methods based on specifications determined at the time of sale with feedback from the customer as to specific requirements
- Training on basic instrument operation, maintenance and system information
- Additional “in-depth” training may be provided time permitting



Ultimately, the goal of every installation and training is to ensure that the system is performing to the specifications determined at the time of sale, and to guarantee that the customer is comfortable running the system. The length of installation and training will depend on the type of system that is being installed and the types of analysis being run. Maximum knowledge is imparted during the training if the number of operators trained is limited to three. In order to gain the most value out of the time on-site, we encourage the operators to completely dedicate their time to the training with the System Specialist. Man-Tech is not responsible for remaining on-site if the appropriate trainee time has not been allocated, or if the training has an unrealistic amount of interruptions. Regular hours for installation and training at the customer's facility are 8:30 am to 5:00 pm local time, Monday to Friday, excluding holidays. Please see the Quality Service Options section of this document for part numbers and pricing.

Man-Tech Service can provide a quotation for additional training required for *specialized* installation or training including IQ/OQ, equipment relocation (i.e., moving locations), retraining for new operators, in-depth software training, etc. Often, the manufacturers of the equipment we support also hold training seminars that customers can purchase and attend. Please contact Man-Tech for schedules, pricing and availability.

Technical Support

Our Technical Support personnel provide in-depth and personalized help to customers with questions, issues or concerns pertaining to all equipment sold by Man-Tech. Our professional staff will help you with troubleshooting, and offer resources and advice that are timely, reliable and above all, cost efficient, because they are FREE!

If the problem cannot be resolved over the phone, as in the event of an equipment breakdown, we will have you speak with a service expert or an instrumentation specialist who will decide on the most appropriate course of action.

Unlimited toll-free telephone, email or fax assistance is provided Monday to Friday from 8:30 am to 5:00 pm EST., excluding holidays.

Call Toll-Free: 1-800-206-8116
Fax Toll-Free: 1-519-763-9995
Email: technicalsupport@Man-Tech.com

Service Support Options

Man-Tech knows that reliable instrument performance is paramount to our customers. Whether a repair is required (either warranty or out of warranty), or you wish to opt for a service plan, we offer a number of options to meet your individual needs and ensure continued trouble-free operation of your equipment. Our team of qualified experts will do their utmost to repair and return your equipment in a prompt manner. We can help by recommending the best option for you. Your peace of mind is our priority!



The Man-Tech support network includes nationwide coverage by both sales and service/support personnel. We currently have a greater ratio of field service to sales staff that ensures you have local coverage of your service/support needs. Flexible service options are provided for the repair and maintenance of warranty and out-of-warranty equipment through:

- Nation wide coverage
- Competitive Service Rates
- Individualized customer support
- Installation and Training
- Full warranty support
- In-house service
- On-Site Service
- Loaner programs (when available)
- Quality Parts and Accessories
- Preventative maintenance
- Extended warranties
- IQ/OQ

Manufacturer's Warranty – Man-Tech will warranty the system for a period of one (1) year against defects in material and workmanship (parts and labor) under normal installation and use. This warranty covers serial numbered items such as the interface, burets, pumps, autosamplers, etc. but does not cover consumables, expendable items or physical damage. Warranty may be voided when hardware or software maintenance protocols are not followed such as failure to backup software, failure to archive data, improper use of equipment or improperly trained personnel (new operators trained solely by other operators).

On Demand Equipment Repair – When a repair is required on your system we understand that you want the optimal combination of fast and quality service while being price conscious. To facilitate this, we offer a selection of repair options that will offer the best choice for your particular needs:

- **In-House Service** – Equipment that is easily shipped may also be sent directly to the manufacturer for repair at an In-House rate. Upon completion of the repair, the unit is fully tested to ensure that it meets or exceeds manufacturers specifications prior to being shipped back to the customer. This option can be your lowest cost option and although we strive for fast repair turn around times, it does mean that your system may be non-functional until the repaired module is returned.
- **On-Site Service** – The malfunctioning equipment is repaired at the customer's facilities at the On-Site rate. A travel rate to and from the customer's location will also apply and in some cases there may be charges for expenses. The on-site option is usually the fastest method to effect a repair on your system.
- **Loaner Program** – Many of our products are purposely designed with modular use in mind. That means that servicing the product can be simplified because if problems arise with one module, it does not necessary mean that the entire system is down. In some cases it is feasible to send a loaner module to you while your unit is under repair. Often this provides the optimal combination of ensuring that your system is still running while a repair is being performed on a module.



Note: All out of warranty repairs are covered by a 90 day warranty. Not all items are covered under the loaner program. Modules that qualify for the loaner program depend on the manufacturer of the instrument, the nature of the module and availability. Please contact Man-Tech to determine if the item in question qualifies. Loaner units, if available, are shipped directly to the customer's facility so that it can be immediately swapped with the problematic item. A nominal cost for shipping and handling is associated with the loaner unit and will be billed on the repair invoice of the original unit. This fee is waived if the system is under warranty, Extended Warranty Contract. If a loaner unit has been provided during a repair, the customer is responsible for sending the loaner unit back to Man-Tech within one (1) week or receiving the repaired unit. This allows the customer time to evaluate the repair work prior to sending the loaner back. However, timely return of the loaner unit helps us ensure that we can continue to provide this service to other customers as needs arise for the same unit. A \$350.00 late fee may be applied to the repair if the customer fails to send the loaner back within the above guidelines.

Quality Parts and Accessories - Each of our System Specialists can ensure that the system receives high quality parts. Our System Specialists are always aware our suppliers latest innovations, allowing them the ability to evaluate the system with any new modules in mind. This way we can ensure that our customers are made aware of our continuing adaptation to their needs. Upgrades to new software, hardware or applications can be discussed with any of our System Specialists.

Individual parts can be purchased on an as needed basis. However, we highly recommend that you purchase typical spare parts that may be required for your equipment in order to facilitate speedy self repair of any minor problems that may arise. Please contact Man-Tech for recommendations, questions, pricing, quotations or to place any orders required.

Preventative Maintenance - Preventative Maintenance (PM) services are appealing to customers who wish to ensure excellent and consistent performance of their equipment on a yearly basis. A PM will help to keep the system healthy and it will significantly improve the odds that the system will function trouble-free over the course of the year.

Much of what is performed during a PM depends heavily on the nature of the equipment in question, but typically, consumable items such as tubing and seals are replaced while the modules are inspected, cleaned, calibrated and alignment checked. Generally, a PM visit can be completed within a single working day. However, more or less time may be required depending on the size and nature of the system configuration. At the time of the visit, the qualified service representative will also be pleased to review proper operating procedures and answer any questions you or your operator may have.

- **SCHEDULED CARE - PM Contract** – Purchase a PM Contract to budget for your yearly costs and to get additional benefits of being under contract. Depending on the nature of your equipment, the mileage it receives and the priority of the protocols it performs, customers choose to purchase contracts that require PM's either one or two times per year. The visit(s) can be scheduled, any time during the year of the contract.



Extended Warranty - This option will be attractive to customers that wish to budget or “fix” costs associated with potential repairs on the system for an extended period of time. An Extended Warranty Contract provides added insurance that no unplanned expenses will be incurred due to repairs required on the system. These contracts extend the standard one (1) year warranty supplied with the original equipment purchase by 1 or more years. Contracts may also be purchased after standard warranties have expired (some restrictions apply) and discounts are offered if acquired at the time of equipment purchase. The contract covers serial numbered items such as the interfaces, pumps, detectors, autosamplers, etc. but does not cover computers, consumables, expendable items or physical damage.

The two extended warranty contracts offered are:

- **EXTENDED CARE** – This standard extended warranty contract is best suited to customers that simply want to make certain that there are no surprise repair costs throughout the year.
- **TOTAL CARE** - This option combines the benefits of an Extended Warranty Contract and Preventative Maintenance Contract. The standard contract includes a single preventative maintenance visit that is usually scheduled at the beginning of the contract period. This is the ideal contract for the customer that wants to ensure optimum performance of their instrument with fixed repair costs and little down-time.

Customized Service Agreements - Man-Tech can customize any type of agreement to meet your requirements and suit your instrument. For instance we can put together a comprehensive package that covers everything (excluding misuse or abuse) for a 3-year period. Your personal package can include a comprehensive site-wide plan as well as multiple preventative maintenance visits. This option is entirely up to you and is completely adaptable to your individual needs!

Summary of Contract Types

Benefits	On Demand Care (no contract)	Scheduled Care	Extended Care	Total Care	Customized
Email/Phone Assistance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Typical Duration	N/A	1 Year	1 Year	1 Year	Flexible
Required PM Parts	Not Included	Included	Not Included	Included	Flexible
On-Site Labor Serviceable Parts	Not Included	(In house service rates) 10% discount	Included	Included	Flexible
Preventative Maintenance	Not Included	1 Visit	Not Included	1 Visit	Flexible