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# Preventive Maintenance Plan Contract

## *Model \*.PMP*

The basic preventive maintenance (PMP) contract provides the following benefits:

- Unlimited telephone, email, and remote support
- Priority response for unscheduled field service
- Field-serviceable Gatan products are allowed unlimited onsite visits per year
- No charge for Gatan-manufactured replacement parts (including direct detection sensors but excluding consumables)
- Discounts on spares and certain consumable parts
- An annual preventive maintenance session, including:
  - Repair
  - Maintenance
  - Calibration
- Loan equipment (subject to product and availability)

## **Routine service**

In addition to the unlimited service support visits, the PMP contract allows one (1) routine preventive maintenance service visit per year. During this visit, a Gatan Service Representative will ensure that the contracted product is operating within specification and perform any necessary repairs, calibrations, and install eligible software updates.

To schedule a routine preventive maintenance service, contact the Gatan Service Department ([www.gatan.com/contact](http://www.gatan.com/contact)).

For factory-serviced products, routine service is provided free of charge for up to ten (10) factory labor hours allotted by the contract annually. If the number of service hours is exceeded, further time will be billed at 10% off the normal billable service hourly rate, plus living and travel expenses.

## **Emergency service**

If a PMP-covered Gatan product becomes inoperable or fails to perform to specification, contact the Gatan Service Department ([www.gatan.com/contact](http://www.gatan.com/contact)) immediately to report the problem. If it is determined

that a visit by a Gatan Representative is required or that the covered product must be returned to the Gatan factory for service, the contracted product is given priority over service required by non-PMP-covered products.

For field-serviceable and factory-serviceable products, emergency service is provided free of charge.

## Parts

All parts, except spares and consumables, will be replaced free of charge. Spares and consumables include parts listed and, at times, not listed within the Spares & Consumables catalog available through the Gatan website ([www.gatan.com](http://www.gatan.com)). They include but are not limited to pump oil, filters, vacuum pumps, photo-multiplier tubes, collection mirrors (for cathodoluminescence systems), polishing wheels, polishing materials, targets, heater coils, flex cables, fiber optics, and direct detection sensors. These spares and consumables will be provided at a 20% discount.

When a PMP contract is purchased, CMOS and direct detection sensors are fully covered and will be replaced free of charge in the event of failure. If the contracted camera has a bonded CMOS and fiber optic in which both the scintillator and fiber optic are damaged through misuse, the entire optical stack (scintillator + fiber optic + CMOS) will be replaced at a 10% discount.

Coverage of third-party computers and computer peripherals is not included in the Gatan PMP contract.

Computers that are supplied by Gatan with the product are covered by a separate multi-year warranty plan from Dell or the computer manufacturer. Any service or parts required specifically for the computer will be done with the assistance of the computer manufacturer.

## Software upgrades

A PMP contract entitles the customer to free Gatan software product upgrades (revisions) to core Gatan control software, as well as plug-ins required to operate Gatan products covered by the contract. An example of an update is a minor version release to fix reported bugs or problems. If additional hardware or upgrades to existing hardware are required to utilize these software updates, the customer will be able to purchase the necessary Gatan-manufactured products at a 25% discount off the list price.

Upgrades from one major release to another release of DigitalMicrograph® (e.g., version 2 to version 3) for products covered under the PMP contract can be purchased at a 25% discount. If additional hardware or upgrades to existing hardware are required to utilize these software updates, the customer will be able to purchase the necessary Gatan-manufactured products at a 25% discount off the list price.

Coverage of third-party software is not included in the Gatan PMP contract.

## Shipping containers

If a factory-serviced product covered under the PMP contract must be shipped back to the Gatan factory, the customer is responsible for shipping the product in the original shipping container. If the original packaging is no longer available, Gatan will ship suitable packaging to the customer at a 25% discount off the cost of the packaging, plus the cost of freight from our Warrendale, PA, USA facility. The customer will

pay for shipping the packaged product to Gatan, and Gatan will pay for the return shipping of the serviced instrument to the customer. In all cases, the customer is responsible for the insurance of the instrument.

## Services outside the scope of the PMP contract

If a customer needs service beyond what is covered by this PMP agreement, Gatan will provide a detailed quote listing an estimate of the required labor and/or parts. The labor rate for this service, the cost of any required parts, and any additional training will be discounted by 20%. Living and travel expenses will be billed at their full rate.

## Field service engineers

Trained service engineers will conduct all the services on the Gatan product. Every Gatan Field Service Engineer has had extensive training in all of the products for which they are certified. Gatan may also provide service through a Gatan-trained third-party representative. For service on your equipment, please contact the Gatan Service Office in your area to ensure the fastest response. Individual contact through the engineer is not advisable, as the engineer assigned to your case can be changed at any time.

## Pre-inspection of instruments

In some cases, customers with instruments that are no longer under Gatan warranty will want to take advantage of the PMP program. It may be possible to do so, but before Gatan accepts a PMP contract for an out-of-warranty product, an onsite or factory service may be required to assure that the product has no existing problems or faults. If a PMP contract is purchased after the onsite visit or factory service, the cost of parts (if any), labor more than two (2) days, and travel expenses for more than one (1) visit to bring the unit up to acceptable standards will be reduced by 20%. If the customer does not purchase a PMP contract after the system has been repaired to operating specifications, the full list prices apply for labor, travel expenses, and parts used.

## Remote support

Some service and performance issues can be corrected remotely. PMP contract customers are eligible for remote support to triage and/or correct the system via remote access.

## Hours of service

Any service visit will be made during Gatan business hours, 8:00 a.m. through 5:00 p.m., excluding Gatan holidays.

## Contact Gatan

Customers may contact any of our regional offices listed at [www.gatan.com/contact](http://www.gatan.com/contact) at any time of the day or night to register a request for service. Our call center number 1-888-778-7933 is monitored frequently to ensure the initiation of the service request. Alternatively, customers may request service via our website using the [Support Request Form](#) with a detailed description of the problem or via email by sending a detailed description of the problem to [service-gatan@ametech.com](mailto:service-gatan@ametech.com). A trained technician will respond either by phone or email to discuss the support request.

## Terms and conditions

Unless otherwise specified, the standard Gatan, Inc. purchase order terms and conditions apply. Please see Standard Terms and Conditions of Sale, which can be found on our website at [www.gatan.com/terms](http://www.gatan.com/terms).