

# Customer Service Agreements for X-Ray Fluorescence (XRF) Analyzers: budget for one year of routine maintenance, support, and service

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## Two Options for Budget Protection

In order to meet the budgets and needs of different organizations, Eastern Applied Research offers two coverage options. Both options provide the same level of support and regular maintenance (detailed below), but vary in up-front costs and component coverage.

### The Difference: Component Coverage

#### Complete Coverage:

There is **no charge to replace any component** which becomes marginal or defective due to normal use during the agreement period. This will help to insure peak performance of the XRF Instrument.

#### 50/50 Component Coverage:

This coverage option provides a **50% discount** on any component that requires replacement during the agreement period. As a result, the up-front costs are minimized and routine maintenance is still provided.

## Standard Coverage Overview

provided for both coverage options listed above

### Yearly Recertification and Safety Radiation Survey:

Accredited for ISO/IEC 17025 certification and safety radiation survey will be provided on the XRF analyzer (performed before approval of unit) to meet your quality requirements.

### Six-Month Preventative Maintenance (PM's):

Increase instrument reliability and performance with a more frequent cleaning and inspection of the instrument. Preventative Maintenance visits will insure that the instrument is running at its peak performance level (complete coverage agreements only).

### Component Coverage:

Two coverage options are available to meet your company budget (see above).

### Priority scheduling of service requests

### Unlimited Emergency Service & Phone Consultation:

Labor *and* evaluation charges are covered under the Complete Coverage and 50/50 Component Coverage options. Minimal travel charges may apply on an individual basis.

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**EASTERN**  
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[www.easternapplied.com](http://www.easternapplied.com)  
716-201-1115

Since 1991, Eastern Applied Research has provided efficient and reliable **sales, service and support** for all models of x-ray fluorescence analyzers.

## Major XRF Component Costs

Range *without* the protection of a  
Customer Service Agreement\*

**X-Ray Tube:** \$4,100 - \$19,000

**Detector Tube:** \$2,000 - \$9,500

**PCBs:** \$910 - \$5,000

**Pre-Amp:** \$1,500 - \$4,000

**Power Supply:** \$2,000 - \$6,000



Various X-Ray Tubes



Detector Tubes

» **Protect your organization** from these major component repair costs with an Eastern Applied Customer Service Agreement.  
\* varies depending on model

Coverage available for most XRF units  
**Contact Eastern Applied to discuss**  
716-201-1115 / [www.easternapplied.com](http://www.easternapplied.com)



Remember to ask about including reference standards services under the agreement too.



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Choosing An XRF  
**Customer Service Agreement**  
from Eastern Applied Provides:

### Savings

One payment at the beginning of an agreement will avoid the unplanned costs of major component failures. That single payment will also include routine maintenance visits that allow for peak XRF performance.

### Quality Service

In order to provide our customers with the highest level of quality possible, Eastern Applied technicians are regularly trained on the latest analyzer updates, maintenance procedures, and component changes.

### Convenience

Eastern Applied has field technicians strategically located throughout North America. This regional coverage insures a fast and efficient response time to minimize instrument down-time.

### Comprehensive Coverage

Applications assistance, operator training, phone consultation, and field support re-training are all available with a Customer Service Agreement from Eastern Applied Research.