

CSS Analytical Co., Inc.
Preventative Maintenance Service
CSS PN. N30-0100

Many HP/Agilent instruments require periodic maintenance to sustain uptime and extend useful instrument life. Preventive maintenance service provides **a number of (defined in quotation)** visits per year to your site to perform preventive maintenance procedures on the covered hardware.

Features

- 1) During the period and number of visits covered by the preventive maintenance service agreement, a customer service engineer travels to your site and provides all labor for On-Site services. Labor and travel required for preventive maintenance are covered.

Services provided

- 1) Cleaning, adjusting; lubricating, inspecting or testing procedures that are desired to reduce instrument failure and extend useful instrument life.
- 2) **Mass Spectrometer Source cleaning is not included in this service.**
- 3) The customer service engineer may also perform routine operational maintenance procedures, which are your responsibility, during the preventive maintenance visit. These procedures include changing septa and glass insert liners, FID jet cleaning, and replacement of seals and valves.

Performance

- 1) All work is performed according to HP/Agilent recommended procedures outlined in the Hardware Manual of the instrument. Preventive maintenance is performed during the period of coverage according to a mutually agreed-upon schedule, or coincident with purchased instrument repair service.

Customer Responsibilities

- 1) It is the customer's responsibility to provide all consumables, with the following exceptions: pump oil and rough pump foreline trap media.
- 2) The customer is responsible for proper disposal of all contaminated material and parts used during the pm visit.

Problems uncovered

- 1) Any preventive maintenance service that uncovers hardware problems requiring repair service are subject to CSS's standard service rates unless the instruments are covered by an On-Site instrument Repair Service agreement.