

WaveCare Analyzer Support Plan

Reduce Analyzer Downtime

Do you have mission critical process operations?
A replacement order for the average major analyzer component can take up to 8 weeks to deliver.
Can your company afford to wait that long?

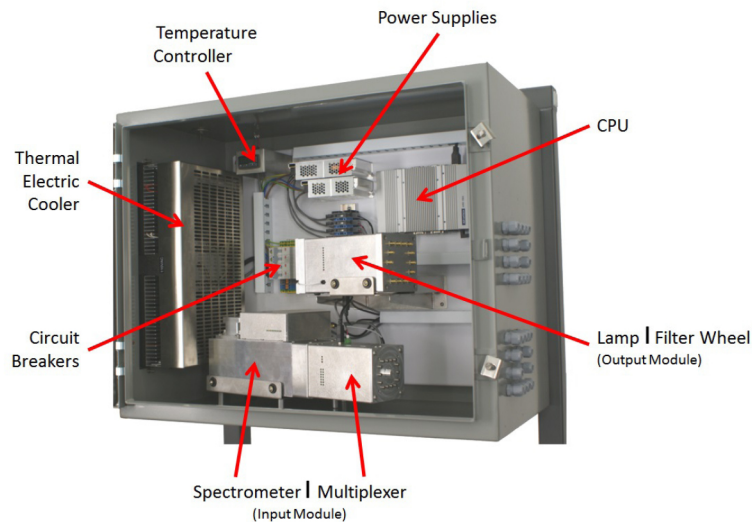
The WaveCare Solution

In the unlikely event that you experience an analyzer component failure, a pre-purchased WaveCare plan can help you avoid these costly and inconvenient delays.

WaveCare is add-on support plan that provides access to priority delivery of replacement parts. Simply contact Guided Wave Technical Support and we will assist your technician in identifying the required module. It then can be shipped from Guided Wave to your facility by overnight courier. Remote support and video documentation for the replacement is provided. Guided Wave analyzers are designed to be simple to service by your own analyzer technicians. However, optional on-site field engineer support is available also.

WaveCare is not an extended warranty as new Guided Wave equipment is already covered under a industry leading two year limited warranty.

A typical module service replacement involves sending the affected module back to the factory for evaluation and repair. By purchasing the WaveCare support plan downtime is avoided and access to the parts you need, when you need them most, is guaranteed. Please contact Guided Wave for full details.



Guided Wave NIR-O Analyzer (DG-NIR Spectrometer)

Typical Spectrometer Parts List

- All Electronics and Power Supplies
- Spectrometer Module Assembly
- Lamp / Filter Module Assembly
- Instrument Controllers
- Cabinet Air Conditioner
- F/O Modem
- I/O Gateway Module
- Electrical Cables

WaveCare Support Service Plan Benefits

WaveCare Support Service Plan Benefits	
Remote Analyzer Diagnostics	√
Discount on In-House Training Courses	√
Covers all Guided Wave Parts	√
Guarantee Availability of all Analyzer Parts	√
Shipping Paid by Fastest Method (via International Priority Service, or USA Overnight)	√
Advanced Purchase Order Not Needed to Ship	√
Support Plans Available for All Guided Wave Analyzers	√

*Does not include sample interfaces (probes, flow-cells), purge systems, lamps, or fiber optic cables.