



Katanax K2 Prime fluxers

Proposed service plans

Commissioning

Prerequisites :

The customer has unpacked the instrument, has a suitable fume hood in place and an electric connection, ready to accommodate the instrument.

What is included:

We make the final installation (connection, leveling, installation of the various bits and parts).

We train the user(s) with the instrument interface, show how to operate (full course) and maintain the instrument (basic course). There is no limit to the number of people that can be trained.

We provide a basic training on the fusion theory, applied to electric fluxers.

We provide assistance for starting up with the customer's specific samples and help with parameter adjustment.

What are the benefits:

Easy start-up of fusion operations

Decrease future down-time

Improve fusion machine and platinumware lifespan



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Extended warranty

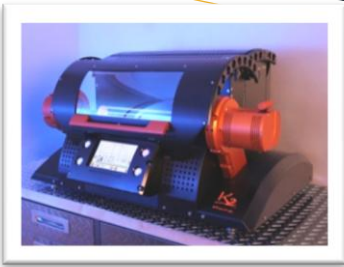
Prerequisites:

This service plan has to be purchased before the new instrument is shipped to the customer.

What is included:

The customer receives an additional one-year warranty (exclusive of consumable parts such as heating elements, crucible holders and mold holders).

Based on the same terms as our regular warranty regarding shipping fees, consumables and in-house labor:



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3- On-site scheduled maintenance

Prerequisites:

This maintenance plan has to be purchased within a two-month period after the purchase of the instrument.

Additional scheduled maintenance plans can be purchased within a two-month period after the last maintenance service.

A minimal period of one month is to be allocated between the purchase of the scheduled maintenance plan and the actual appointment, or extra fees will apply.

The maintenance date (to be determined with the customer) has to be within the year following the purchase of the maintenance plan.

What is included:

Two sub-options are available:

A- No consumables

Includes airfare, accommodation, local transportation, shipment of parts (in advance), on-site labor.

B- With consumables

Same as sub-option A, but also includes replacement of heating elements, mold holders and crucible holders.