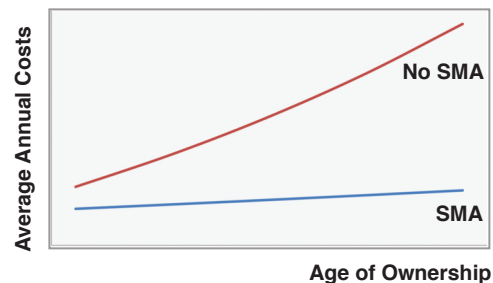


EDAX Service Maintenance Agreements

Customers value the outstanding reliability and analytical performance of EDAX analysis systems. In comparing the lifetime cost of ownership of equipment with a Service Maintenance Agreement (SMA) to the cost without one, analysts often fail to consider the price of preventable erroneous results, system downtime and the additional administrative overhead for unplanned service expenses. These additional risks exist when operating analytical instruments without a service contract.



Experience shows that without regular maintenance and the additional benefits of a Service Maintenance Agreement the costs of ownership increase dramatically over time.

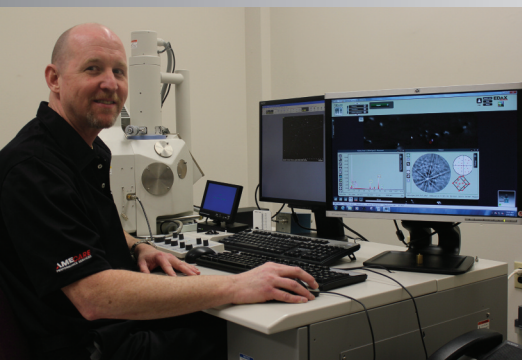
The consequences of running a non-functional or poorly operating analytical instrument can be far-reaching. In industry these include increased material scrap rates and increased component failure rates. In research and academia critical projects and key hypotheses may be at risk. Many customers avoid these consequences with a Service Maintenance Agreement.

Take advantage of the opportunity to maintain the optimal performance of your EDAX system with an annual or multi-year EDAX Service Maintenance Agreement.

EDAX offers a variety of Service Agreement levels from basic to comprehensive to suit any budget. The rest is automatic. Preventative maintenance visits are scheduled and conducted by authorized, factory trained and certified service engineers who are supported by a best-in-class, factory support infrastructure.

In the event an unscheduled repair visit is required, replacement of electronic boards and computer components is available to maximize operational time. The performance of your EDAX system is optimized to assure quality results.

EDAX Service Maintenance Agreements ensure peak performance and maximize the operational time of your EDAX system.



Benefits of EDAX

Service Maintenance Agreements

- **Allow for pre-planned budgeted service expenditures**
- **Optimize instrument performance and maximize operational time**
- **Include unscheduled repair visits at no additional charge**
- **Ensure prioritized phone response from EDAX regional Technical Support centers**
- **Offer annual product training conducted by factory certified service engineers**

Maintenance Agreement Program

EDAX offers a variety of Service Agreement levels from basic to comprehensive to suit any budget. Single or multiple year Service Agreements are available.

Preventative Maintenance

All Service Agreements include at least one onsite preventative maintenance visit annually. EDAX certified service engineers conduct a 50+ point checklist to maximize system performance and ensure confidence in data collection. Preventative maintenance includes detector calibration, certification of electron microscope interface to factory specification, computer maintenance including installation of software updates, EDAX-supplied vacuum pump maintenance and more.

Replacement Parts and Repairs

EDAX Service Maintenance Agreements help alleviate concerns about hardware failures. These may include replacement of data acquisition boards and computer components, repair of EDS and WDS detectors, and repair of EBSD cameras.

Customer Support

Service Agreements may include unscheduled repair visits and priority phone support from your regional technical support center.



Ensuring peak performance and maximum return on investment over the life of your equipment.

We will deliver this by:

- Proactively maintaining your equipment to maximize availability
- Optimizing solutions to meet your unique applications.
- Enhancing user skills by providing access to product and application experts.

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