



Service Agreement Plans for Vibration Test Systems

THP Systems recommend Vibration Test Systems undergo regular servicing and preventative maintenance to ensure they remain in good condition and working to the highest capability of performance, reliability and safety. Many customers find it useful to have set service plans that help you keep track of your system(s). We manage its servicing requirements, so you don't have to.

Our plans aim to give you the peace of mind to know you have a scheduled regular maintenance for your system and the full support from a Service Team when required.

- **Minimal System Downtime**

It goes without saying that unexpected downtime to systems can greatly affect your business. If a system is serviced regularly, as thus potential arising issues with the system are spotted before they cause havoc, the chance of downtime greatly decreases.

- **Guaranteed Support**

Our Service Team only ever a phone call away. We have assisted many customers successfully remotely over the years, be it by email or phone support. Being able to access technical support in a timely manner ensures your systems are operating to your schedule, with minimum downtime.

- **System Longevity**

Annual services increase the lifespan of systems as necessary repairs can be made as soon as they are required, to keep the system in top condition and with no underlying issues that will cause expensive problems in the future.

- **Affordability**

THP's scheduled service visits work out more affordable, giving you expected costs broken down over a period time chosen. The peace of mind knowing your costs expected with our visits helps your business run smoothly financially.



- **Training**

Many of our customers enjoy combining their annual visits with training for staff. Be it a requirement for a refresher of the basics, or a more comprehensive and technical guide for your engineers, THP can provide training for a variety of needs.

- **Warranty**

All spares THP provide that are required for your system come with a 12-month warranty for a peace of mind.

- **Trustworthy Engineers**

Our Service Engineers have years of experience in the field of Vibration Test systems and enjoy building strong relationships with customers they see year after year. You can rest assure your system is the hands of engineers who value working to a high standard.



The Plans

All our plans are available in Tier 1, 2 or 3 agreements that can be ran over a 1,2- or 3-year period, allowing you the flexibility of not only how long your agreement runs for, but what you obtain and get in that chosen period. For example, a Tier 1 Agreement over a 3 year period.

<u>Tier One</u>	<u>Tier Two</u>	<u>Tier Three</u>
<p><u>The Visit</u></p> <ul style="list-style-type: none"> • Visual system inspection and clean • Check Armature resonance • System Noise Check • Check interlock functionality • Change necessary parts • Check FPS, voltage and power • Performance check without payload • Cross-axis acceleration check • Check uniformity acceleration on armature bare table • Slip table alignment 	<p><u>The Visit</u></p> <ul style="list-style-type: none"> • Visual system inspection and clean • System strip down and re build • Check Armature resonance • System Noise Check • Check Interlock Function • Change necessary parts • Check FPS, voltage and power • Performance check without payload • Cross-axis acceleration check • Check uniformity acceleration on armature bare table • Slip table alignment • Priority Support • Replacement of worn parts • Removal of plate • Pull check 	<p><u>The Visit</u></p> <ul style="list-style-type: none"> • Visual system inspection and clean • System strip down and re build • Check Resonance • System Noise Check • Check Interlock Function • Change necessary parts • Check FPS, voltage and power • Performance check without payload • Cross-axis acceleration check • Check uniformity acceleration on armature bare table • Slip table alignment • High Priority Support • Replacement of worn parts • Removal of plate • Pull check • Reference Accelerometer calibration included



<p><u>Spare Parts</u></p> <p>Air filters inclusive. All other spare parts required at list price</p>	<p><u>Spare Parts</u></p> <p>Air filters, flexures, oil filters, target and diaphragm included. All other spare parts required at a 10% discount price</p>	<p><u>Spare Parts</u></p> <p>All spare parts included with exception to armatures, coils and bearings which have a 10% discount price</p>
<p><u>Calibration</u></p> <p>No discount on accelerometer calibration</p>	<p><u>Calibrations</u></p> <p>5% discount on accelerometer calibration</p>	<p><u>Calibrations</u></p> <p>Free accelerometer calibration</p>
<p><u>Controller Loan</u></p> <p>25% discount on controller loans</p>	<p><u>Controller Loan</u></p> <p>50% discount on controller loans</p>	<p><u>Controller Loan</u></p> <p>Free</p>
<p><u>On-site Response Time</u></p> <p>1 Week</p> <p><u>Remote Response Time</u></p> <p>Low priority support. Within 24 hours</p>	<p><u>On-site Response Time</u></p> <p>3 Days</p> <p><u>Remote Response Time</u></p> <p>Medium priority support. Within 6 hours</p>	<p><u>On-site Response Time</u></p> <p>48 hours</p> <p><u>Remote Response Time</u></p> <p>High priority support. Within 4 hours</p>