

Thermo Scientific Service Level Descriptions

Personal Dust Monitor PDM3700

Service Offering Overview

The following provides a summary of the features offered under the service offerings for the Thermo Scientific™ Personal Dust Monitor PDM3700.

Available Annual Protection Plans

Two-Year Extended Warranty provides three full years of coverage

Four-Year Extended Warranty provides five full years of coverage

- Offers predictable expenditure through fixed annual contract price
- Must be purchased within 30 days of initial product sale
- Priority access to manufacturer's expertise and repair facilities
- Provides 8 AM to 6 PM EST telephone technical support
- Includes all parts and labor used in repairs and one time replacement of the PDM Pump Assembly and one Battery Pack thru plan if malfunction occurs
- Includes one PM Calibration per unit per year
- Repairs typically completed within 5-10 business days

Annual Calibration

Annual Preventive Maintenance and calibration performed at a Thermo Fisher Scientific depot center. Tasks to be performed include:

- Audit system performance
- Clean sample lines
- Tilt calibration
- Pump calibration
- Perform leak check of sample line and case
- Certificate of calibration for flow and mass sensors

On-Site Option*

Provides all the services of the extended warranty programs at your mine site:

- On-site warrant service supported by consignment inventory
- Emergency service call support
- Periodic preventive maintenance
- Field Service Engineer primary source for technical support and training

*Option only available in conjunction with purchase of 3700-EXTP3 or 3700-EXTP5 base service program.



Part Number	Description	Price/Unit
3700-EXTP5	PDM 3700 Five Year Protection Plan	\$3,500
3700-EXTP3	PDM3700 Three Year Protection Plan	\$2,975
PDM-FLDS1	One Year On-site Service	\$1,500
3700-CAL	Annual Calibration	\$525

Parts Exclusions

Protection Plan and PM/Calibration programs do not cover missing parts or repairs as a result of misuse or abuse to the instrument. Such repair will be billed at standard part and labor pricing separate from the contracted service.

For more information, please contact your regional sales representative.

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