

Propelling service and support to the highest level

Having access to agile and proprietary service and support is pivotal to every facility. We at Pall Corporation, with 70+ years of experience in providing repair, calibration, maintenance, compliance and other services, understand your focus to achieve the highest purity for your elements and have developed the Pall Cleanliness Cabinet (PCC) service plans to help you achieve your goals.

Planning to service capital equipment requires a structured approach and for this reason we have provided a tiered level of support in our Pall Service plans to provide the assistance you need to protect your investment and optimize your workflow productivity. Our range of contract service plans for your PCC include:

1. The Preventive Plan

Perform your daily workflow with confidence

The Pall Preventive Plan is a proactive approach to prevent unforeseen failures and downtime thus enabling you to perform your daily workflow with confidence. During the scheduled preventive maintenance (PM) call:

- Thorough PM procedures are performed, including changing the Hepa filter, fluid filters and the pre-filter as well as cleaning, inspecting and adjustments to factory specifications.
- Minor problems are corrected, thus, preventing catastrophic failures that jeopardize throughput and uptime, ultimately increasing your instrument's reliability and performance.
- The system is calibrated for repeatability ensuring your measurements are accurate within the specification limits that led you to select the PCC in the first place.
- The ISO 14644 calibration report is provided.



2. The Advantage Plan

Expansive service coverage for extended product lifetime

Our Advantage plan is an extended service coverage based on your risk assessment and budget that provides:

- All the benefits enjoyed under the Preventive Plan
- Labour and travel costs for emergency repair visits

3. The Optimizer Plan

All-inclusive coverage to optimize your investment

This all-inclusive plan extends a rigorous service on your system to achieve true and total peace of mind by providing:

- All the benefits in the Advantage Plan
- All spare parts need for emergency repairs

What's included in the Service Plans

| Service Plan | Preventive | Advantage | Optimizer |
|--|--|--|---|
| Coverage Summary | 1 Annual PM and Calibration | 1 Annual PM and Calibration Unlimited repair labor and travel | 1 Annual PM and Calibration Unlimited repair labor, travel and parts |
| Service Location | Customer Site | Customer Site | Customer Site |
| Minimum Term | 1 year | 1 year | 1 year |
| Preventive Maintenance (PM)* | 1 scheduled annual PM | 1 scheduled annual PM | 1 scheduled annual PM |
| Annual Calibration | 1 scheduled annual calibration, included in the PM | 1 scheduled annual calibration, included in the PM | 1 scheduled annual calibration, included in the PM |
| Emergency Repair Labor and Travel** | 5% discount | Unlimited | Unlimited |
| Emergency Repair Parts** | 5% discount | 5% discount | Unlimited |
| Software Upgrade (for newer models) | X | ✓ | ✓ |
| Basic Operator Training | X | 2 hours | 4 hours |
| Priority Scheduling | ✓ | ✓ | ✓ |
| Technical Phone Support | ✓ | ✓ | ✓ |

*Preventive Maintenance has been priced for standard systems only. Any modifications to the system that require additional parts will be charged separately

**Emergency repair visits are strictly for major issues that can only be solved by our service technicians at the customer's site. Unnecessary requests for emergency visits will be surcharged

Systems Covered: PCC FAFLF40, PCC40, PCC60, PCC41, PCC61, PCCXS, PCCS, PCCM, PCCL, PCCXL

Benefits of a Pall Service Plan

- Regular maintenance and timely emergency intervention increase equipment efficiency and productivity
- Calibration & Preventive Maintenance are scheduled proactively, and service plan customers are prioritized when scheduling emergency repair visits
- Helps avoid potential lost batches and revenue
- Lowers possibility of quality defects
- Helps avoid premature system replacement
- Worry-free support including predictable ownership cost and simplified budget planning
- Reduces number of purchase orders needed for services

Standard Warranty Excludes:

- Preventative maintenance
- Accidental damage
- Priority emergency response
- Basic operator on-site training

Billing

Service contracts provide billing options; make a single annual payment or equal bi-annual, quarterly or monthly payments

Contact for Inquiries:

Website

<https://www.pall.com/en/instrument-service-support.html>

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Pall Corporation has offices and plants throughout the world. To locate the Pall office or distributor nearest you, visit www.pall.com/contact.

The information provided in this literature was reviewed for accuracy at the time of publication. Product data may be subject to change without notice. For current information consult your local Pall distributor or contact Pall directly.

IF APPLICABLE Please contact Pall Corporation to verify that the product conforms to your national legislation and/or regional regulatory requirements for water and food contact use.

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