

## 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 fluid cleanliness and maximum reliability 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. The service plans also offer a cost saving when compared to purchasing services individually.

**Our range of service plans for your Purifier 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. The plan includes:

- A once per year on-site thorough examination of your system
- A Preventive Maintenance service, proactively scheduled by assigned technician in agreement with you (please refer to the 'Preventive Maintenance Spare Parts' section for the parts that are included)
- A maintenance report outlining the various mechanical and electrical checks carried out as well as the parts changed out, issued after the service visit
- Discount on emergency repair parts and labor rates



### 2. The Advantage Plan

*Extended service coverage to minimize unexpected downtime*

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
- Labor rates for emergency repair visits

### Systems Covered

The Purifier systems that are covered by Pall Service Plans are; HNP021, HNP022, HNP023, HNP073, HNP074, HNP075, HNP076, HDP10, HDP22, HDP50

## What's included in the Service Plans

Service Plan	Preventive	Advantage
Description	1x Annual Preventive Maintenance	1x Annual Preventive Maintenance + Unlimited Emergency Repair Labor (ex. Parts)
Service Location <sup>1</sup>	Customer Site	Customer Site <sup>2</sup>
Term	1 year	1 year
Preventive Maintenance	1x Annual Scheduled Visit	1x Annual Scheduled Visit
Preventive Maintenance Parts <sup>3</sup>	Included	Included
Emergency Repair Labor	5% discount	Included <sup>4</sup>
Emergency Repair Parts	5% discount	5% discount
Priority Scheduling	Included	Included
Remote Technical Support	Included	Included

<sup>1</sup> Travel costs to be confirmed separately, depending on site location.

<sup>2</sup> Unless suitable workshop facilities are available at customer site, repairs / replacement of PLC and fluid pumps can not be carried out at customer site and will require the unit to be shipped to a Pall facility at customer expense.

<sup>3</sup> Preventative Maintenance includes standard systems only. Additional parts required as a result of modifications to the system will be charged separately.

<sup>4</sup> Emergency repair visits are strictly for major issues that restrict the functionality of the Pall equipment and can only be solved by our service technicians at the customer site.

### Benefits of a Pall Service Plan

- Regular maintenance and timely emergency intervention increase equipment efficiency and productivity, and can prolong the life of your purifier
- Preventive maintenance is scheduled proactively, and service plan customers are prioritized when scheduling emergency repair visits
- Minor problems are proactively corrected to prevent catastrophic failures that jeopardize throughput and uptime, ultimately increasing your purifier's reliability and performance
- Lowers possibility of quality defects
- Helps avoid premature system replacement
- Access to remote and telephone support services (i.e. troubleshooting, parameter adjustment) helps increase your uptime through rapid resolution of equipment issues
- Pre-planned maintenance allows you to plan for downtime and minimize production interruptions
- Worry-free support including predictable ownership cost and simplified budget planning

- Service plans offer a cost saving when compared to purchasing services individually
- Reduces number of purchase orders needed for services

### Preventive Maintenance Parts

The following spare parts are included in the annual Preventive Maintenance visit;

- Vacuum pump coalescer
- Vacuum pump seal
- Vacuum pump oil
- Air filter
- Outlet filter
- Oil mist filter

Any other spare parts replaced as needed will be charged separately.

### Billing

Service contracts are offered with various billing options; one single annual payment or equal bi-annual, quarterly or monthly payments.



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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](http://www.pall.com/contact).

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*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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