

# Service and Support Packages

Features and Descriptions	Gold Service	Silver Service
<b>Installation and Commissioning</b>		
<b>Installation Support</b> , including unpacking & full system inspection; utilities/facilities & environmental review, including sampling system; training on network & data storage; and installation	✓	
<b>Commissioning &amp; Operational Verification</b> , including functional testing	✓	
24-hour <b>Performance Verification</b> of analyzer precision, LDL and accuracy. Tiger Optics analyzes data to confirm performance is in accord with factory specifications	✓	
<b>Training</b>		
<b>Hands-on training</b> on standard operating procedures, including basic analyzer and software functionality, typically up to 4 people	✓	✓
<b>Classroom Training</b> , including Principle of Operation for CRDS, typically up to 8 people	✓	✓
Advanced diagnostic and troubleshooting techniques, as requested	✓	✓
Serani Analyzer Interface Software demo and training, if applicable	✓	✓
Discount on <b>follow-up customer training sessions</b>	10%	10%
<b>Additional Support</b>		
<b>Remote analyzer verification</b> and certificate (recommended annually for each analyzer)	Includes one certificate per analyzer	50% off one certificate per analyzer
<b>Quarterly webinar presentations</b> covering Tiger Optics' new products, innovations and applications	✓	✓
Extended warranty (3 years)	✓	
Priority response on factory repairs	✓	✓
Discount on back-up/spare rental, upon availability	20%	10%
Discounted gas list additions	50%	20%
Travel & Expenses	Fixed Zone Fee	Fixed Zone Fee

Contact us for a recommendation on which annual service package is best for your team to achieve the highest level of success with your new product, or to customize your own service package.

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