



SureService® Urgent Care On-site Service

When telephone support cannot solve an immediate problem, emergency or urgent on-site service assistance may be necessary. With the SureService Urgent Care On-site Service, a factory-trained and certified field service engineer will be dispatched to your plant on a priority basis. The immediate availability of one of our Rosemount Analytical gas analyzer experts can help you reduce or eliminate downtime and unplanned outages.

SureService Urgent Care On-site Service can be provided on an as-needed basis or can be customized into a pre-ordered agreement based on your needs, analyzer performance history, analyzer age, and analyzer complexity. In order to minimize any unplanned costs, SureService personnel will work with you to determine a suitable number of urgent care site visits for inclusion in the contract.

Urgent care visits can be covered under the fixed contract fee. These fixed contracts can minimize unplanned urgent care service costs.

As an established SureService customer, you will not only receive priority field service response, but you also may request the field service engineer who may be most familiar with your needs. In these instances, we will do our very best to fulfill your request.

Our expert field service engineers will be dispatched as soon as possible—most often within three days. Once on site, our engineers will quickly diagnose the problem and ensure that your gas analyzers are up and running to their specifications as soon as possible.

With SureService Urgent Care On-site Service, we will minimize administrative and paperwork requirements so we can quickly dispatch a fully certified field engineer to your

site. By avoiding wasted time on administrative paperwork, you can avoid unnecessary down time.

SureService Urgent Care On-site Service agreements enjoy:

- Urgent Care on-site service covered under a fixed hourly fee
- Priority response of field service technicians over non-contract customers
- Assurance that if we can't help you minimize the criticality of your need via telephone support, a field engineer will be dispatched to the plant site as soon as possible
- Commitment to fulfill specific personnel requests when possible and practical

SureService™ Guarantees You SureParts

When you purchase a SureService module you are assured that your Rosemount Analytical Field Service team has full and quickest access to the SureParts required to repair and maintain your Rosemount Analytical gas analyzer to its peak performance. Customers are encouraged to work closely with the SureService team to determine your SureParts needs in advance of a service call so we can have the required parts at site when our field service engineer arrives at site. We will also work closely with you to develop a Continuous Care Program that optimizes your SureParts needs over the life of your Rosemount Analytical analyzer or system. And of course, purchasing SureParts is the only way to guarantee that you are getting the most current and certified spare parts for your Rosemount Analytical gas analyzer and system.

Pricing and Terms

Please contact your Rosemount Analytical sales representative or our Customer Service Center at 800-433-6076 for further information, or to request to have a custom contract designed to meet your specific needs.

SURESERVICE®

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XSTREAM Analyzers
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Process Management