

# Support Customer Support Services

## Services Available

The NH Research Customer Support organization makes available to each customer, through its Technical Support, Field Engineering and Logistics groups, those services required to realize the expected performance of your test equipment.

The available services consist of installation, warranty services, maintenance agreements, on-site service, assembly exchange and repair, telephone technical assistance, spares recommendations, technical bulletins, special on-site applications and maintenance training.

Following is a description of each support group.

### Technical Support

The Technical Support group, located at the Irvine, California facility, provides the support tools required to install and maintain your system. They provide telephone assistance with technical questions and, if necessary, travel to your site to assist in solving difficult problems.

At the request of a customer who is unable to attend training classes at the Irvine facility, the Technical Support group can arrange to provide formal applications and maintenance training at the customer's site.

Technical Support also has the responsibility for generating Field Change Notices (FCN's) which describe in detail how to incorporate engineering changes in the field.

Following the installation phase, the level of support can range from a resident Field Engineer to an occasional visit for product Preventative Maintenance or Calibration. Field Service will also provide, at the request of the customer and for an additional fee, specialized on-site informal maintenance training.

### Logistics Support

Logistics Support is also located at the Irvine facility. Customers choose the type of support that best suits their needs. They can opt for an advance replacement for their defective subassemblies, return it to the factory for repair or purchase the components necessary to make their own repair. Vendor (OEM) items can also be supported through NHR or the customer can choose to deal directly with the manufacturer.

Advance replacements are dispatched within twenty four hours for systems in warranty or covered by a valid maintenance agreement. Defective parts returned for exchange or repair, including vendor items are directed to the factory repair center through Logistics Support. This method ensures the customer a single focal point for interfacing on all repairs.

In emergencies, where lead times are prohibitive, spare sub assemblies and component parts can be purchased, in limited quantities, from Customer Support inventory. These are usually refurbished items available at discounted prices.

## **Service Policies**

### **Installation**

Installation and re-verification of the system at the customer's site will be provided by Customer Support if requested by the customer. The installation will be performed under Customer Support standard service rates. Customer Support will contact the customer to arrange for timely installation and acceptance of the system. The Technical Support group is available to answer questions regarding power and environmental requirements prior to installation.

### **Warranty Service**

The Field Service Group provides priority response to requests for on-site support during the warranty period. The warranty period on all NH Research products is as follows:

All new products are warranted to be free from defects in design and workmanship for a period of one year from date of delivery.

- First 90 days covers parts and labor but NH Research reserves the right to choose the repair site.
- Next 270 days NH Research will provide at no charge repair for all products returned to its Irvine, California facility.
- Out-going freight costs will be paid by NH Research.
- For instruments not manufactured by NH Research (PC's, DMM's etc.) and integrated into system products, the original manufacturer warranty will be passed on to the customer. Warranty Certificates will be sent with the equipment when available. NH Research encourages customers to use these manufacturers for repair purposes.

### **Maintenance Agreements**

Maintenance Agreements are designed to allow each customer to select the specific coverage that meets their requirements.

#### **Full Service Maintenance Agreement**

The Full Service Maintenance Agreement Plan entitles the customer to all parts, labor and travel for remedial maintenance, with the added benefit of regularly scheduled Preventative Maintenance, Calibration and installation of FCN's (Field Change Notice) to the NH Research products. This agreement serves as assurance to the customer that the system will be continuously maintained at a fixed cost. When remedial maintenance is required, the customer request for service will receive priority attention. Response time following a request for remedial maintenance is normally within 48 hours. In addition, the system also receives a semi-annual inspection/preventative maintenance and calibration which is scheduled in advance, at the convenience of the customer.

The 8 hour period is between 7:30 A.M. and 4:30 P.M. The Customer must schedule preventative maintenance during normal working hours.

FCN's are installed on a periodic basis. To minimize down time, this is typically accomplished during the semi-annual calibration.

#### **Semi-Annual Inspection and Calibration**

This plan is designed for those customers who prefer to do their own maintenance but elect to have NH Research perform regularly scheduled preventative inspection and calibration, during this time the equipment is checked, cleaned and calibrated. Minor repairs and adjustments are included, however if

major repairs are required, a written condition report, along with an estimate of the charge, will be submitted to the customer.

### **Parts Only Agreement**

The Parts Only Plan is designed for those customers who maintain their system by assembly replacement but have no capability to repair individual assemblies. For a fixed monthly fee, the customer is entitled to an unlimited number of returns which will be repaired on a priority basis at the factory. The monthly rate includes all parts and labor necessary to repair the defective assembly and standard shipping charges to send the item back to their location.

### **On-site Service**

For those customers who prefer to request their service on a time and materials basis, NH Research provides ON-CALL SERVICE. This option is recommended for the customer who has his own internal maintenance capability and occasionally needs NH Research Field Service personnel.

It is NH Research policy to respond to all requests for service quickly. However; contract customers receive higher priority.

A Purchase Order is required at the time of the request for service. The fee for on-call service is based on the time spent performing the repair plus a portal to portal transit time and expenses. All parts and materials are invoiced at the current NH Research catalog prices.

The basic plan provides 8 consecutive hours of coverage each day, five days a week, Monday through Friday (excluding NH Research holidays).

On-call Service Rates are:

- Standard Hours: 7:30 A.M to 4:30 P.M. \$250/Hour
- Overtime Hours: 4:30 P.M. to 7:30 A.M. \$300/Hour
- Per Diem if overnight stay (includes food and lodging): \$250
- Per Diem International (includes food and lodging): \$350
- Air Fare: At Cost
- Rental Car: At Cost
- Materials: Current List Price
- Installation: Number of hours X Hourly Rate
- Assembly Repair: Quoted by Customer Support

### **Training**

NH Research Customer Support can arrange on-site maintenance and applications training classes for customers who find it impractical to attend scheduled classes at the NH Research Training facility. There are certain criteria which must be met before an onsite class can be given. These include a suitable environment, system availability, dedicated students and specified class size.

On-site training rate: Consult Factory Training at NH Research Facility: \$2,200 per student (one week). Minimum of three students required.

### **Spare Parts**

NH Research offers a variety of programs to ensure that spare parts are readily available. Customers may purchase a spares kit, utilize an assembly exchange program or arrange for repairs through the Logistics department.

### **Advance Exchange Program**

The Advance Exchange Program is designed to assist the customer in a critical situation by immediately advancing a replacement part from Customer Support Stock. The defective part is returned to the factory after the system has been restored to an operational status. After the defective part is repaired, it is then returned to the customer.

The rate for the Advance Exchange is:

\$500 per month for the advancement of the part plus a not-to-exceed repair fee. The repair fee is quoted by Customer Support Logistics.

### **Repair and Return**

This plan is made available to those customers who have internal tractability requirement. It is also used as back up support on those products which are not on current production where replacements are not readily available from Customer Support stock. The repairs are scheduled through the factory repair center on a “best effort” basis. The charge for this service is quoted by Customer Support Logistics.

### **Software Services Updates and Upgrades**

NH Research provides software upgrades and updates as follows:

- No CHARGE for software upgrades if the test system is under warranty or covered under a valid maintenance agreement.
- \$600 per update.
- Software Upgrade \$2,500 per system.
- Software site license: Consult Factory.

**Contact NH Research for  
more information or to  
discuss your testing needs**



16601 Hale Avenue, Irvine, California 92606

Tel: 949-474-3900

E-mail: [sales@nhresearch.com](mailto:sales@nhresearch.com)

[www.nhresearch.com](http://www.nhresearch.com)

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