



SERVICE PERFORMANCE CONTRACTS

YOU RELY ON US TO BUILD IT, NOW COUNT ON US TO SERVICE IT.

Chromalox field service personnel are experts at maximizing the performance of your process heat and control systems with a variety of on-site services.

Available for the following products:

- Large Flange Heaters
- Large Tank
- Control Panels
- Boilers
- Heat Transfer Systems
- Circulation Heaters
- Heating Cable
- Skid Systems



	Service Assurance	Essential	Optimum	Premium
Preventative Maintenance (PM) Visit(s) / Year	1 On-Site Visit* 8x5	1 On-Site Visit* 8x5	1 On-Site Visit, Extended Availability Hours** 24x7	2 On-Site Visits, Extended Availability Hours** 24x7
Reporting	Equipment Checklist, Operating Conditions, Recommended Maintenance	Equipment Checklist, Operating Conditions, Recommended Maintenance	Equipment Checklist, Operating Conditions, Recommended Maintenance	Equipment Checklist, Operating Conditions, Recommended Maintenance
Call Center Support	n/a	Dedicated 1-800 Line*	Dedicated 1-800 Line*	Dedicated 1-800 Line, 24x7 Support
Guaranteed Emergency Response Time	n/a	On-Site Response – Travel & Labor Costs Included* 8x5 (within 5 business days)	On-Site Response – Parts, Travel & Labor Costs Included* 8x5 (within 3 business days)	On-Site Response Time Within 24-Hours – Parts, Travel & Labor Costs Included**
Parts Price	Current Price	Current Price	Premium Discount	Included
Selected Spare Parts Availability	Standard Lead Time	Standard Lead Time	Expedited <5 Days	Priority Stocked

*Monday - Friday, 8am - 5pm, Excluding Holidays

**7 Days a Week, Any 8 Hour Period, Excluding Holidays

