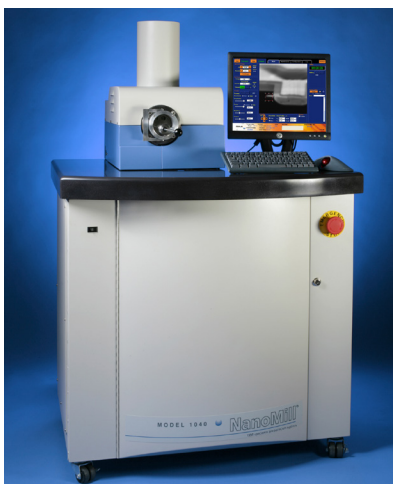
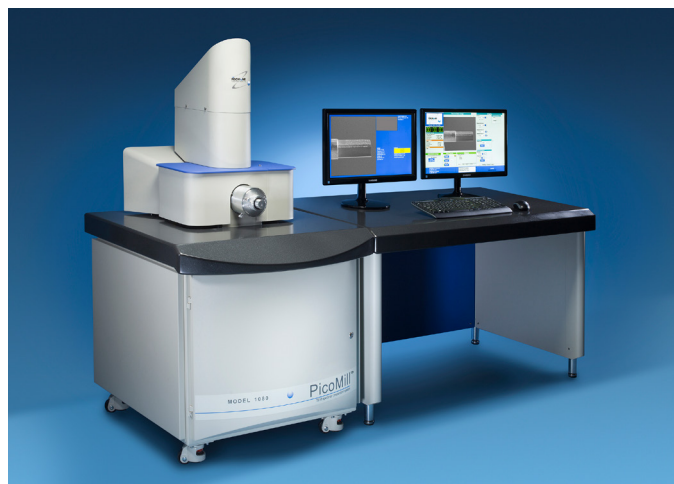


## Concentrated argon ion beam mills

Protect your investment and your budget with a service contract to reduce the risk of unexpected repair costs and instrument downtime. Fischione Instruments offers two types of service contract plans for our concentrated ion beam mills: Premiere and Preferred on-site service contracts.



**MODEL 1040**  
NanoMill® TEM specimen preparation system



**MODEL 1080**  
PicoMill® TEM specimen preparation system

### Premiere and Preferred service contract options

Benefit	Premiere	Preferred
1. Priority service response	✓	✓
2. Preventive maintenance visit	✓	✓
3. Operations training	✓	
4. Unlimited telephone and email support	✓	✓
5. Unscheduled maintenance	✓	✓
6. Replacement parts	✓	✓
7. Additional labor	✓	✓
8. Software support	✓	
9. Discounts	✓	

#### Benefit descriptions

- 1. Priority service response.** Telephone and email support for equipment troubleshooting and priority repair services.
- 2. Preventive maintenance visit.** One scheduled, on-site visit per 12-month service contract period. The preventive maintenance visit can be combined with an unscheduled/emergency on-site service visit. Includes parts\* and labor. Preventive maintenance tasks are listed later in this document.
- 3. Operations training.** Two hours of operations training for up to four users during the scheduled preventive maintenance visit.†

4. **Unlimited telephone and email support.** Fischione Instruments Service will provide telephone and email support Monday through Friday, 8 a.m. to 5 p.m. EST.
5. **Unscheduled maintenance.** Customers may contact Fischione Instruments Service for equipment failures that require immediate repair. Fischione Instruments Service will make an effort to respond within four business hours. If telephone or email consultation fails to solve the issue, Fischione Instruments Service will provide on-site assistance. Parts\* and labor are included.
6. **Replacement parts.** For all service contract options, Fischione Instruments Service will strive to ship replacement parts within 24 hours after confirming the need (subject to parts availability). These replacement parts are parts that are identified outside of a preventive maintenance visit; parts required as part of preventive maintenance visits are included in the service contract.
7. **Additional labor.** On-site labor occurring outside preventive maintenance visits, which includes the Fischione Instruments Service representative’s travel expenses if an on-site visit is necessary.
8. **Software support.** Software updates, if available, during the term of the service contract.
9. **Discounts.** A 10% discount on Fischione Instruments Service labor and purchased parts outside of the scope of the service contract.‡

\* Parts excluded: Turbo pump with controller and diaphragm pump.

† Does not include applications training.

‡ Discount applies to parts and labor associated with servicing the instrument with the serial number specified in the service contract, not to other Fischione Instruments’ products not specified in the service contract, nor other parts, labor, or consumables.

### Service contract benefits

	With a service contract	Without a service contract
<b>Maintenance costs</b>	Known, predictable	Unknown, unpredictable
<b>Instrument repair process</b>	Call Fischione Instruments Service to schedule the repair	<ul style="list-style-type: none"> <li>• Request repair estimate</li> <li>• Prepare purchase order request</li> <li>• Get purchase order approval</li> <li>• Schedule repair</li> </ul>
<b>Instrument uptime</b>	Increases due to scheduled preventive maintenance and priority service status	Risk of decrease due to lack of scheduled preventive maintenance and nonpriority service status
<b>Peace of mind</b>	Yes	No

## Annual preventive maintenance

Both Premiere and Preferred service contracts include annual preventive maintenance. Below are the tasks that are performed during preventive maintenance. Refer to the product instruction manual for specific maintenance and service information.

<b>Preventive maintenance task</b>	<b>Model 1040 NanoMill system</b>	<b>Model 1080 PicoMill system</b>
Evaluate instrument and instrument operation	✓	✓
Helium leak test (available only if preventive maintenance occurs at Fischione Instruments factory)	✓	✓
Test mass flow controller (available only if preventive maintenance occurs at Fischione Instruments factory)	✓	✓
Replace ion source, if necessary	✓	✓
Replace vacuum gauge	✓	✓
Install warranty design upgrades, if needed*	✓	✓
Replace ion source and ion source feedthrough/bearing O-rings	✓	✓
Replace load lock O-rings	✓	✓
Lubricate and check alignment of sample loading rod or goniometer	✓	✓
Complete any needed repairs (additional scope will be quoted, replacement pumps not included)	✓	✓
Check vacuum operation; purge	✓	✓
Recalibrate and align ion beam	✓	✓
Clean air filters	✓	✓
Complete final operational checks	✓	✓
Recommend next preventive maintenance date	✓	✓

\*Warranty design upgrades are parts or assemblies that underwent significant design changes during the instrument's warranty period.

### Recommended consumables and spare parts

The following items may be required when completing preventive maintenance tasks. Consider replenishing consumables at the time of the preventive maintenance visit.

#### Model 1040 NanoMill system

Description	Quantity
Ion Source Assembly	1
O-ring; Viton; -234	1
Vacuum Gauge; Cold Cathode; Full Range	1
O-ring; Viton; -247	1
Valve; Angle; Pneumatically Activated; KF16; 24 VDC	1
Tubing; 0.062 OD; 0.020 ID; 316 Stainless Steel	1

#### Model 1080 PicoMill system

Description	Quantity
Electron Source; Model 1080	1
Ion Source; Model 1080	1
O-ring; 2 x 8.5 mm, Viton 75	1
Valve; Angle; Pneumatically Activated; KF16; 24 VDC	1
Gauge; Cold Cathode; Pirani; KF25	1

### Fischione Instruments offers:

- **Technical expertise.** Fischione Instruments has designed, manufactured, and serviced sample preparation instrumentation for more than 50 years.
- **Trained field service engineers.** Our team has experience in both production operations and service roles and is well-equipped to troubleshoot any product challenges.
- **State-of-the-art facilities.** Fischione Instruments uses state-of-the-art technology in its applications, engineering, manufacturing, and customer relationship management activities.

Request a quote  
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 +1 724.325.5444

Visit Fischione Instrument Service at:  
[www.fischione.com/service](http://www.fischione.com/service)

Delivering  
**exceptional**  
 customer  
 service



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