

## ESPEC Chamber Care

### Rely on ESPEC to maintain your chambers

The ESPEC Chamber Care program is an affordable, comprehensive service subscription aimed at keeping your test chambers in top condition and protect you from unexpected expenses.

We have built a program that encourages chamber maintenance, while keeping costs lower and more predictable. Chamber Care is an extended warranty plan, while also ensuring reliability and uptime by including regular preventative maintenance.

For units recently out of warranty, even other brands, our Chamber Care plan will cover labor repairs if they are needed. Plans are offered in one year terms that always include one PM visit.

#### Chamber Care benefits:

- Extends standard parts and labor warranty on new units ... or covers repair labor for your recent chamber.
- Annual preventative maintenance
- ISO-17025 or NIST calibration
- Free Web Controller for applicable models
- Operator training
- Priority technician repair scheduling
- Labor discount on additional modification services
- Discount on parts and no minimum
- Free second-day shipping on parts
- Service of Non-ESPEC chambers



Our technicians receive continuous factory training on system features, components and construction, as well as, troubleshooting, maintenance and calibration procedures.

**For details and pricing for Chamber Care programs, contact ESPEC at 616-896-6100 or [support@espec.com](mailto:support@espec.com)**



## Chamber Care Details

### **Buying a new ESPEC chamber?**

Start right by selecting start-up service, then add Chamber Care. You get a PM visit at the end of the first year, then an extended warranty for the second year.

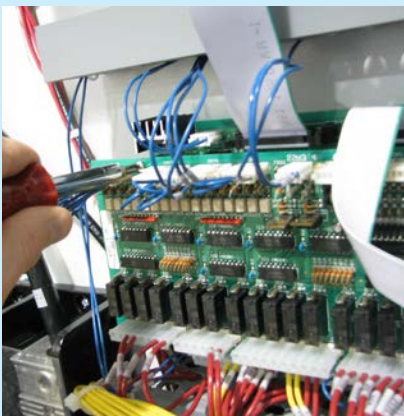


### **Chamber Care for new chambers:**

- Extends standard parts and labor warranty for second (and third) year
  - Qualmark products include third (fourth) year parts warranty
- Annual PM visit at the end of the first year
  - Technician completes preventative maintenance
  - Calibration of controllers and recorders
  - Controller software/firmware updates, if applicable
  - Installation of most purchased add-ons, such as Web Controller
  - Basic operator training
- On-site warranty service
  - Priority repair service

### **Want to protect your existing chamber?**

Chamber Care for your existing chambers **INCLUDES** any repair services for the year, after our technician initially evaluates it for proper operation and maintenance.



### **Chamber Care for existing chambers:**

- Annual PM visit at start of plan
  - Chamber evaluation, after which ESPEC will cover labor for any needed repairs during the covered term.
  - Technician completes preventative maintenance
  - Calibration of controllers and recorders
  - Installation of Web Controller at no charge (for applicable models)
  - Installation of most purchased add-ons
  - Basic operator training
- On-site service
  - Priority repair service including time and travel
  - 10% labor discount on additional services
- Parts orders
  - 10% discount on parts and no minimum order
  - Free second-day shipping on in-stock parts (under 100 lbs.)

Care plans possible for Non-ESPEC chambers with some limitations

Chamber Care is renewable annually and available in the continental United States, Mexico, and Canada (Toronto & Vancouver areas) Monthly payment arrangements available upon request with credit approval. Service performed by an ESPEC factory trained technician (excluding weekends and holidays). Calibration is for one controller and one recorder per chamber, done to 17025 standard if the technician is qualified, otherwise to NIST. Please request training or other added services when scheduling PM. For existing chambers, the labor repair coverage will begin after evaluation during PM visit. If chamber does not meet our standards at the evaluation, additional charges for repairs will be required, or the plan can be canceled at 50% credit.