

SERVICE & SUPPORT

Your Trusted Service Partner

Our global service network and expertise
when and where you need it.



Protect your Process and Bottom Line

Process Insights delivers the expertise, training, service, technology,
and solutions for safety, reliability, and peace of mind

Service When and Where You Need It

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About Process Insights

Process Insights is a global organization comprised of dedicated individuals who are passionate about promoting safer process control. Our presence spans across the world, with our innovative analytical instrumentation and process automation products and solutions making a positive impact in various industries. We are committed to manufacturing and developing cutting-edge innovations that empower our customers to create better products and services while safeguarding the environment.

Our portfolio encompasses a variety of cutting-edge products, including:

- Dew point moisture analyzers and transmitters
- Oxygen analyzers and safety monitors
- CRDS gas analyzers
- TOC water quality analyzers
- Excimer Total Sulfur-Nitrogen process and lab analyzers
- NIR UV VIS process and lab analyzers
- FTIR FT-NIR process and lab analyzers
- Magnetic Sector and Quadrupole mass spectrometers
- Relative humidity and temperature analyzers
- Chilled mirror dew point analyzers

Process Insights is committed to driving innovation and excellence ensuring that our customers receive the highest level of performance and accuracy in their processes.

Reach out to us today for a complete range of options and let us partner with you in achieving process excellence.

Maximize Asset Performance & Protect Your Process

We are with you after the sale. **Process Insights Global Service** provides a wide range of after-sales services to proactively maintain your analytical instrumentation. With fast repair and rapid turnaround, OEM spare parts, emergency response, and qualified field service experts, we ensure you get the best value for maximized uptime and peace of mind. We can provide you with the expert execution of both large and small projects and the after-sales service when and where you need it. Explore our useful resources.

Process Insights offers customers a wide range of programs and services designed to satisfy the needs of our varied customer base, budget, and range of applications. We recognize that every customer requires different levels of support to meet and maintain their objectives, so we offer a wide range of service designed to satisfy the needs of our varied customer base. We can also provide customized service plans.

- Optimal performance of the analyzer and minimal delay in emergency situations.
- Custom coverage tailored to meet your particular needs is also available.
- Regular “preventative” monitoring to reduce the cost of maintenance over the life of equipment.
- Priority repair service options for urgent repair situations.
- A full line of quality factory-certified replacement parts also available.

Our customer-centric approach delivers fast and reliable service when you need it most. With our qualified field service experts and remote technicians, we ensure you get the best value for maximized uptime and peace of mind. Gain seamless connectivity to global experts to diagnose issues and get real-time insight before major malfunctions and shutdowns take place, and negatively impact your process.



We Deliver the Service You Need

For All Process Insights Products – Globally

- 24-hour emergency response
- Calibration
- Convenient in-region customer service and support
- Factory Acceptance Testing (FAT)
- Global technical support and service
- In-house training centers
- Rental analyzers
- On-site service
- Performance verification
- Remote technical support and diagnosis – PI GO
- Repair and replacement service
- Spares and upgrades
- Startups and commissioning
- System integration
- Testing services

While the scope of work differs according to the demands of the technology, Process Insights technical services offers the same level of support

and training available across the entire solution set of products and applications.

Technology	Tiered Maintenance Contracts	Model Support: Verification Calibration Optimization	Training: Field Factory Remote	Typical Scope of Work
Aluminum Oxide Dewpoint	✓	✓	✓	Replace O ₂ Sensor, once/year
Zirconium Oxide Oxygen	✓	✓	✓	Replace sensor, Certified Standard or ambient air Calibration
Calorimeters	✓	✓	✓	Change valve seals, Replace O ₂ Sensor, Certified Standard Calibration
Cavity Ringdown Spectroscopy (CRDS)	✓	✓	✓	Performance Verification Program
Total Sulfur	✓	✓	✓	Change valve seals, Replace Lamp, Replace PMT, Certified Standard Calibration
Water TOC	✓	✓	✓	Replace O-rings, replace the source, Certified Standard Calibration
Optical Absorption (FTIR, NIR, etc.)	✓	✓	✓	Clean windows, change O-rings, replace source, ASTM D2699 certification*
Chilled Mirror Hygrometers	✓	✓	✓	Field verification certification, Factory maintenance, Mirror cleaning
Mass Spectrometers	✓	✓	✓	Change the pump oil, quadrupole cleaning*, Certified Standard Calibration

*If required, application dependent

Setting up a Service Contract with Process Insights is **Easy** and **Cost-Effective**.

We are Revolutionizing Measurement Everywhere™

For a complete range of analytical instrumentation, applications, systems, and service options, please contact us. We will work to match your needs and budget and provide the optimal, and most stable process analysis solution for your application.

Technical Support

We are ready to assist you with any technical or service-related inquiries that you may have. Recognizing that every customer requires different levels of support to meet and maintain their objectives, our Customer Service and Technical Support Team is made up of factory trained and certified support experts located around the world to provide the highest quality support and service when and where you need it most.

How can we help you? Contact us today.



Spare Parts

Don't want to wait for a part to ship in an emergency situation? Ask our Technical Support Team about spare part kits that are customized for your instrument. We also offer many upgrade solutions for a variety of system configurations. Get the factory authorized parts direct to location quickly, and reliably.



Extended Warranty | Service Agreements

- Extended warranty agreements and service agreements available
- Covers rapid response, low cost, fixed fee repair service
- Access to critical spare parts
- 24-emergency response



Onsite Service & Inspections

Sometimes remote support cannot solve every issue. Sometimes you need an on-site visit. Our trained and experienced Field Service Team can respond to any urgent on-site request to ensure your system is back up and running in the shortest time possible.



Factory Repairs, Testing & Calibration

Expert Repair and Calibration Services

Process Insights Approved Service Centers are the only authorized global service and repair providers of all our analyzers. Factory certified repairs and refurbishments are a low-cost alternative to purchasing a new replacement, and all factory certified repairs and refurbishments use 100% genuine factory parts.

We provide:

- **World class service repair, calibration, and upgrades**
- **Fast in-house turnaround time to minimize the repair interval**
- **Product calibrated to original manufacturer's specifications**
- **N.I.S.T. traceable accuracy and calibration**
- **Factory limited-service warranty on all repairs**



Commissioning & Start Up

Get off to a great start with our trained Commissioning Technical Support and Service Team. During the start-up, we can assist with application customization, initial calibration, software, alarm tags, introduction to routine operations and routine care of the analyzer or instrumentation. While on-site, our team can provide personal, site-specific training covering basic hardware and software operations. We ensure your system works trouble-free.

Factory Acceptance Testing | Remote FAT

The Factory Acceptance Test (FAT) is a process that evaluates your equipment during and after the assembly process. It verifies the build and operation in accordance with your specifications. FAT ensures that the components and controls are working properly. FATs can be conducted in the factory or via video (remote FAT).

Our FAT is typically conducted to assess any discrepancies and non-conformities. Deviations or abnormalities observed during testing are documented in a problem report and corrected prior to shipment.

Preventative Maintenance

Preventative maintenance plays a crucial role in ensuring the optimal performance and reliability of your analytical instrumentation. These sophisticated and sensitive instruments are vital tools in scientific research, quality and process control, and in various industries. Regular maintenance activities such as calibration, cleaning, and routine inspections help identify and address potential issues before they escalate into major problems, minimizing instrument downtime and costly repairs.



Software Updates

Regular software updates are essential for maintaining the proper functioning of your analytical instrumentation. We will provide these updates regularly that contributes to the overall performance and reliability of the instruments.



Urgent/Unscheduled Maintenance

You can rely on us to provide urgent or unscheduled maintenance on your analytical instrumentation when you need it. It is crucial for us to ensure continuous operations, and minimize downtime.



Onsite Service & Inspections

We provide a diverse range of high-quality training courses tailored to equip you with the necessary skills for maintaining your system at its peak performance. Our course offerings cater to different levels of expertise, ranging from a concise one-day overview to a comprehensive five-day program held either at our facilities or at your site. To ensure an optimal learning experience, we limit the class size at our facility, enabling personalized attention to address your unique technical and application inquiries. Rest assured, all our instructors are Factory Trained and Certified, guaranteeing top-notch expertise. These training courses provide valuable hands-on experience with the instruments and software, allowing you to develop practical proficiency.



Site Inspection/Consultation

Site inspections and consultations play a vital role in maintaining equipment and ensuring smooth operations. These activities involve a thorough assessment of the site, equipment, and operational processes by experts or specialized technicians. Contact us today!



/// We want to do more than just offer excellent service to you as our customer. We want to partner with you to ensure your success, so that you can provide excellent service to your customers. ///

Our goal is to provide excellent value to your business. Integrating our team with yours will...

- Keep your analytical equipment in excellent condition
- Reduce downtime
- Keep your employees well-trained
- Help our employees be in-tune with your site so that we can respond to issues more quickly
- Help keep your customers are more satisfied



Setting Up an Extended Warranty or Service Agreement

Setting up a service contract or extended warranty with Process Insights is easy and cost-effective. By maximizing your instrumentation or system, we can help keep unplanned maintenance costs down, reduce downtime, and optimize your process. Our service contracts help you optimize your analytical equipment to deliver high performance and accuracy. Service contracts are based on your needs.

Our extended warranties ensure you have access to critical spare parts and the technical support you want.

- Reduce inventory costs
- Minimize down time and mitigate risks
- Maintain safety with OEM parts
- Keep operations running smoothly

Customized Plan Options Available Can Include

- On-site service agreements for the highest level of service
- Extended warranty agreements for customers who desire a rapid response, low cost, fixed fee repair service
- CRDS analyzer rentals
- Factory-authorized spare parts
- Software



Data Services

Process Insights' laboratory analyzers are backed by unparalleled application and calibration expertise. Whether you need pre-existing models for various physical and chemical properties or require custom model development and validation, we are dedicated to ensuring optimal performance from your optical spectroscopy analyzers and mass spectrometers. Our commitment is to provide you with the finest support available today.



Ensure You Get The Most From Your Data

With the Process Insights Modeling Support Agreement, customers have access to continuous model support and optimization throughout the life of the analyzer or system. Our application specialists work with you to validate and improve your calibration models year-after-year.



By providing real-time data on gas composition, our gas analysis solutions enhance process control, leading to increased efficiency, reduced waste, and improved product quality. Additionally, our solutions contribute to enhanced safety by detecting potentially hazardous.

CRDS Analyzer | Performance Verification Program

Our **TIGER OPTICS™ CRDS Analyzer Performance Verification Program** is a valuable annual health check that helps your analyzer perform within specifications, function at high factory standards and meet the requirements of regulatory agencies. For more information on our verification program, please contact us.

- Run your equipment at optimal performance
- Meet your operational needs
- Ensure continued product and user safety
- Conveniently receive documented proof of reliable operation to specifications and compliance

Your written certificate can be shared with auditors and leadership teams for compliance and quality management.

The Verification Program is Easy & Convenient

- Simple, in-situ verification process
- Maximum analyzer uptime
- Cost-effective compliance
- No specialty calibration gas
- Fast completion

Other Services Available for your CRDS Analyzer

- Site Inspection/Consultation
- Installation and Commissioning
- Software
- Preventative Maintenance (Scheduled PM's)
- Adhoc Support (Unscheduled Maintenance)
- Factory Service
- Rental Analyzers
- Training



Oxygen Analyzers | Calibration Services

Need calibration or service for your ALPHA OMEGA INSTRUMENTS™ oxygen analyzer? We can evaluate your oxygen monitoring instruments for re-verification of performance using NIST calibrated gas standards; however, in the event that upon evaluation it is determined that the unit is in need of repair before performance verification can be completed, the customer will be notified if the serial number indicates the unit is 10 or more years old.

Factory Performance Re-Certification Service

We provide original equipment manufacturer repair and functional calibration services for its instruments. As an OEM, we are not required to have ISO/IEC 17025 or ANSI/NCCLZ 540-1994 certification. We will provide a Certificate of Performance Verification, which includes as found/as left data, where applicable. This data is attained using certified, primary, and transfer standard calibration gas mixtures that are produced in an ISO/IEC 17025 accredited facility with stated NIST traceability and, where applicable, adherence to EPA producing and testing protocols.

\\ Our premium sensors, monitors, detectors, analyzers, instrumentation, and software are mission-critical to keep your operations, personnel, and the environment safe. //



GAIN REAL-TIME INSIGHT INTO YOUR PROCESS

Process Insights manufactures and delivers premium sensors, monitors, detectors, analyzers, instrumentation, and software that are mission-critical to keep your operations, personnel, and the environment safe – every day across the globe.

Get the most reliable, precision analytical technologies available on the market today. We will work to match your needs and budget, and provide the optimal, and most stable process analysis solution for your application.

CENTERS OF EXCELLENCE | PROVIDING PROVEN SOLUTIONS

Process Insights is committed to solving our customers' most complex analytical, process, and measurement challenges everyday.

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For a complete range of products, applications, systems, and service options, please contact us at: info@process-insights.com

For a complete list of sales & manufacturing sites, please visit: <https://www.process-insights.com/about-us/locations/>

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REVOLUTIONIZING MEASUREMENT

EVERYWHERE