

PORTABLE DEBRIS ANALYZER

GOLD SERVICE SUPPORT

Plan Benefits

Unit Repair Services

- OEM Factory induction and inspection
- OEM Repair quotation within five business days

Unit Downtime Mitigation

- Priority OEM Repair Service
- Gastops In-House Laboratory Chip Analysis Service with one business day turnaround
- Back-Up ChipCHECK CC120 Unit (shipping and rental fees apply, subject to pool availability)

Priority Status Communication

- Customer Service Email support (response within one business day)
- Customer Service Telephone Support (0900 – 1700 EST, Monday to Friday business days, except Canadian holidays)
- Access to Customer Service Web Portal (Technical notices, latest versions of manuals, documentation, reference materials, and troubleshooting guides)

Unit Performance Verification¹

- Expert Technical Assistance via remote access, remote diagnosis and rectification of ChipCHECK unit issues where possible
- Semi-annual remote ChipCHECK unit health check

Software Updates¹

- Free-of-charge automatic remote ChipCHECK software updates, as available



¹ Requires internet connection

