



Five Year FIXED PRICE Service Contract

Service Contracts tailored to suit you

We know that, especially with Flue Gas Analysers, low cost servicing usually means that there will be extra charges piled onto you during the course of the life of your instrument. How many times has the 'I'm sorry but the instrument needs an extra (fill in sensor or part here) at this service' email been received for items not covered by the existing service agreement. We also know that time is of the essence and you want your instrument back as quickly as possible. We currently guarantee a 5 working day turn around for instrument servicing and if we don't meet this exacting standard we give you a free instrument to use until yours is returned.

At **BlueLine®** Instruments we can offer you a genuine 5 Year Fixed Price Service Contract which we put our name to and **GUARANTEE** that there will be **NO HIDDEN EXTRAS**. The only time we would ever make any additional charges is in the case of accidental damage. However you can also cover this in a service contract if you want to - it costs more but can give you complete peace of mind that whatever happens to your instrument its fully covered (we had one that had been run over recently and quite a few stolen !) .

There are three types of contact available - Bronze, Silver and Gold - the differences between them are highlighted below.

Our Fixed Price Service Contracts always includes 'both way' delivery costs in the UK & NI. With any Service Contract your instrument is also re-warrantied for each year of the contract giving you up to 5 years peace of mind.

All we ask is that if you want to take out a Service Contract that it is paid for when you purchase your instrument. There are some payment option schemes that you can take up to help spread this cost. These are laid out in the last page of this document showing the cost savings to be made.

A Professional Service & Calibration for your instrument

We pride ourselves in our thorough Service Procedures to ensure the continued accuracy of your Flue Gas Analyser. Below is an example of a typical Service Record & the all important Calibration Certificate both of which we will supply when we return your instrument to you. Servicing always includes a free upgrade to the latest instrument firmware to incorporate the very latest features available on your instrument.

Please Note: It is vitally important that the integrity of your Flue Gas Probe & Filter Assembly is maintained in order to ensure continued accurate results on your Flue Gas Analyser. This is something a lot of service and calibration houses neglect but we don't at **BlueLine®** Instruments. That's why we always ask you to return both instrument and probe when it's time for your annual service. If you return your charger too we will also PAT Test this for you included in the Service cost.

Example Service Inspection Sheet

SERVICE / INSPECTION SHEET

INSTRUMENT: BlueLyzer ST
 PART NUMBER: M044-38-116
 SERIAL NUMBER: 01-44-011XX
 DATE RECEIVED:
 CUSTOMER ORDER NO:

CUSTOMER: TYPICAL EXAMPLE
 ADDRESS 1
 ADDRESS 2
 TOWN
 COUNTY
 POSTCODE
 TELEPHONE:
 CONTACT:
 EMAIL:

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CHECK BOX KEY: (all applicable boxes to be completed)
 YP = Yes Pass
 NF = No Fail
 Y = Yes, Yes included, Completed
 N = No, Not Included, Not Completed

ITEMS RECEIVED	RECEIVED (Check Box)	RETURNED (Check Box)	SERVICE / REPAIR / CALIBRATION PROCEDURE	Check Box	COMMENTS / DETAILS
Instrument	Y	Y	1. Physical Inspection	Y	
Probe & Filter Assembly	Y	Y	2. Charging Test YP/NF	YP	IF FAIL REPLACE WITH P/NO 520365 x 1
Charger Assembly	Y	Y	3. Sensor Date Check	Y	ON RECEIPT POST / AT REPLACEMENT
Case with Magnets	Y	Y	O2		(3:02/14) 68%
Spare Filters	N	N	CO		(1: 02/12) 0%
Printer	N	N	Cal		01.06.15 07.08.15
Instrument Case	Y	Y	Service		30.05.16 05.08.16
Ambient Air Temp Probe	Y	Y	Working Hrs		34.25 34.75
			4. Battery Voltage Check	Y	4.95V 4.95V
			5. Firmware Upgrade Y/N	Y	V1.10.1 V1.12.3
SIGNED:			PROCEDURE - PROBE & FILTRATION SYSTEM CHECK		
			6. Clean/Dewater Probe Filter	Y	
REQUIREMENTS:			7. Replace Dust Filter	Y	REQUIRED AT CALIBRATION
SERVICE	Y		8. Replace Water Trap Filter	Y	REQUIRED AT CALIBRATION
REPAIR	N		9. Replace Black O Ring	Y	AS NECESSARY P/NO 520365 x 1
NATURE OF FAULT:			10. Probe Leak Test YP/NF	YP	IF FAIL REPLACE WITH P/NO 500246.5 x 1
			11. Pre Cal Gas Test YP/NF	YF	IF FAIL SENSORS NEED CALIBRATION/REPLACEMENT
			PROCEDURE - PHYSICAL SERVICE - REMOVE CASE & DISASSEMBLE		
			12. Replace Sensors ? Y/N	Y	
			13. Replace Internal Filter	Y	REQUIRED AT CALIBRATION P/NO 522391 x 1
			14. Check Internal Tubing	Y	
			15. Battery Voltage Test	YP	
CALIBRATION	Y		PROCEDURE - REASSEMBLE & REFIT CASE		
			16. Replace Yellow O Rings	Y	REQUIRED AT CALIBRATION P/NO 523389 x 2
			17. Replace Blue O Rings	Y	REQUIRED AT CALIBRATION P/NO 523391 x 2
NOTES:			PROCEDURE - START CALIBRATION ROUTINE		
Blueline Bootsplash Logo added with contact details			1. Make SERVICE.BIN file	Y	
Recalibration and new certificate issued post repair			2. Save SERVICE.BIN file	Y	
CO Sensor replaced as part of Service			PROCEDURE - CALIBRATION METHOD CM-BLUE		
			TECHNICIAN: Julian Butler		
			DATE: 07.08.2015		

Example Certificate of Calibration



CERTIFICATE OF CALIBRATION

CALIBRATION CERTIFICATE NO: 2015-08-07-A

BlueLyzer ST Flue Gas Analyser

PART NUMBER:	M044-38-116
SERIAL NUMBER:	01-44-011XX
CALIBRATION DATE:	07.08.2015
NEXT CALIBRATION DUE:	05.08.2016

Pressure

Calibrated with: FSM Pressure Calibrator
 Type: TGP2
 Serial Number: 08000614CRo
 Certificate Number: 151523

Pressure	Ref value	Instrument value	Deviation
(-40,0.. 40,0 hPa)	10,0 hPa	10,0 hPa	0 hPa
±1% RDG	40,0 hPa	40,09 hPa	0,9 hPa

Temperature

Calibrated with: PremiumCal
 Type: K
 Serial Number: 10900017
 Certificate Number: 14796/14815

Gas Temperature:(0 .. 1000 °C)	Ref value:	Instrument value	Deviation
<300°C ±1°C	0 °C	0,6 °C	0,6 °C
>300°C ±0.5%	300 °C	300,6 °C	0,6 °C

T-Ambient (-20 .. 200 °C)	Ref value:	Instrument value	Deviation
-20,0 .. 0,0°C ±2°C	0,0 °C	0,4 °C	0,4 °C
0,1 .. 200,0°C ±1°C	300,0 °C	300,4 °C	0,4 °C

Gas

1. Testgas:
 Manufacturer: Air Liquide
 Gas: CO in N2
 Certificate Number: 22425

Oxygen: (0.0 - 21.0 Vol.-%) ±0.2 Vol.-%	Ref value:	Instrument value	Deviation
	0,0%	0%	0%
	15,00%	15,00%	0%

2. Testgas:
 Manufacturer: Air Liquide
 Gas: CO+ O2 in N2
 Certificate Number: VC1340A

Carbon monoxide (0 - 2000ppm) <150ppm: ±5ppm >150ppm: ±5%	Ref value:	Instrument value	Deviation
	401 ppm	401ppm	0ppm
	1693 ppm	1693 ppm	0ppm

Ambient Calibration Conditions:

Temperature:	19 °C
Barometric pressure:	1011 hPa
Rel. humidity:	49%

This instrument has been operationally tested to original manufacturer's specifications.		
NAME:	Julian Butler	SIGNATURE:
DATE:	07.08.15	
CALIBRATION METHOD:	CM-BLUE	

The instrument was calibrated by exposing the sensor to known values of gas concentrations.
 All gases were sampled either directly into the instrument or through the complete probe and in line filter, where applicable.
 The reference value is that generated by the certified source and the indicated value is that measured by the instrument.

ADVISORIES:

Firmware Upgrade may mean some customer settings have reset to default



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Service Contract Options



BRONZE SERVICE CONTRACT

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- includes 5 annual services with sensor and consumable parts replacement.
- includes carriage charges so the instrument collection and delivery is covered.
- includes 5 year instrument warranty as long as the instrument is serviced every year of the contract

SILVER SERVICE CONTRACT

SILVER SERVICE CONTRACT

includes all Bronze options plus

- 'Duration of Service' hire instrument. How this works is when your service is due we send via courier an instrument, probe / filter assembly and charger in a box. You open the box take out the hire instrument, probe and charger and replace them with your own. Inside the box is a return address label to us. All you have to do is close the box, stick the label on the outside and give it back to the courier - job done !

GOLD SERVICE CONTRACT

GOLD SERVICE CONTRACT

includes all Silver options plus

- Accidental Damage to the instrument. If its stolen, you smash it, run over it or drop it down the toilet its covered - Fully Comp !!. A loan instrument is supplied immediately on a next day delivery service. A new instrument will be sent on receipt and inspection of the damaged unit at our works.

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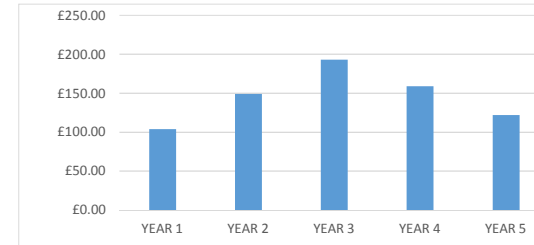
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THE BENEFITS OF A 5 YEAR SERVICE CONTRACT FOR YOUR FLUE GAS ANALYSER (Based on a Standard Bronze Service Contract for the BlueLyzer Instrument)

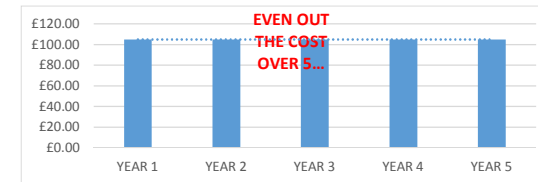
PRICES EXCLUDE VAT @ 20%
 COST SAVINGS EVEN MORE IF YOU ARE
 NOT VAT REGISTERED - see VAT Incl Column

(Assumes Prices rise by 3% per year)

	YEAR 1 SERVICE	YEAR 2 SERVICE PLUS O2 SENSOR	YEAR 3 SERVICE PLUS CO SENSOR	YEAR 4 SERVICE PLUS O2 SENSOR	YEAR 5 SERVICE	TOTAL	TOTAL INCL. VAT
Cost to Service Instrument over 5 Years	£84.00	£127.00	£169.00	£133.00	£94.00		
Delivery Cost to Supplier/Merchant (+ your time to deliver)	£10.00	£11.00	£12.00	£13.00	£14.00		
Collection Cost from Supplier/Merchant (+ your time to collect)	£10.00	£11.00	£12.00	£13.00	£14.00		
Costs after 2 Year Warranty Expires	£0.00	£0.00	?	?	?		
TOTALS	£104.00	£149.00	£193.00	£159.00	£122.00	£727.00	£872.40



	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	TOTAL	TOTAL INCL. VAT
FIXED PRICE 5 YEAR SERVICE CONTRACT	£105.00	£105.00	£105.00	£105.00	£105.00		
Delivery & Collection costs INCLUDED	£0.00	£0.00	£0.00	£0.00	£0.00		
5 Year Warranty INCLUDED	£0.00	£0.00	£0.00	£0.00	£0.00		
TOTALS	£105.00	£105.00	£105.00	£105.00	£105.00	£525.00	£630.00



PAYMENT OPTIONS FOR 5 YEAR SERVICE CONTRACT

OPTION 1 - BEST DISCOUNT - PREPAYMENT	Payment in Advance - 5% Discount	£498.75	£598.50
	COST SAVING ON STANDARD SERVICE	£228.25	£273.90
OPTION 2 - DISCOUNT STILL AVAILABLE	Annual Payment in Advance - 2.5% Discount Contract Invoiced and Paid Annually 1 Year in Advance	£511.88	£614.25
	COST SAVING ON STANDARD SERVICE	£215.13	£258.15
OPTION 3 - SPREAD THE COST - PAY BY STANDING ORDER	Payment of Total Contract Price over 30 Months (Set up a Standing Order for £ 21.00 per month incl. VAT)	£525.00	£630.00
	COST SAVING ON STANDARD SERVICE	£202.00	£242.40

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