

# TOTAL SERVICE PLAN (TSP) FOR PYROMETERS





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## Total Service Plan (TSP) for Pyrometers

AE is a complete solutions provider. Periodic maintenance of Pyrometer systems is essential to ensure accurate temperature measurement and avoid costly shutdowns. Our TSP gives you access to all our available services for pyrometers.

### INTRODUCTION

Temperature measurement is a crucial parameter for your process. Maintaining measurement accuracy ensures your equipment is operating within design specifications and allows you to refine and optimize precise process steps. Even the most expensive or technologically advanced equipment will see reduced performance if not properly calibrated.

Pyrometer accuracy drifts over time due to exposure to heat. Often, they are installed in hot environments. As an equipment manufacturer we are experts in calibrating our equipment. AE Certified factory service is the only service provider with the software and expertise to program updated calibration parameters into our proprietary firmware.

This adjustment aligns the pyrometer back to its factory specifications, enabling a true temperature measurement to ensure accuracy.

## TOTAL SERVICE PLAN (TSP) FOR PYROMETERS

### Levels of Service

The Total Service Plan is tailored to meet your calibration, maintenance, and service needs. Our Basic and Premium TSP service levels are offered with or without On-Site Service.

Our service levels include:

- TSP Basic
- TSP Basic with On-Site Service
- TSP with SafeGuard™
- TSP with SafeGuard™ and On-Site Service

	TSP Basic	TSP Basic with On-Site Service	TSP with SafeGuard™	TSP with SafeGuard™ and On-Site Service
AE Factory Calibration	Adjusted to meet operating specifications	Adjusted to meet operating specifications	Adjusted to meet operating specifications	Adjusted to meet operating specifications
On-site Calibration & Alignment	⊗	For pyrometers up to 1300°C	⊗	For pyrometers up to 1300°C
On-site Commissioning	⊗	✓	⊗	✓
On-site Annual Health Check	⊗	✓	⊗	✓
Product Defects	Not covered after warranty expiration	Not covered after warranty expiration	100% coverage	100% coverage
Accidental Damage*	⊗	⊗	Spares and repairs covered up to \$500	Spares and repairs covered up to \$500
Periodic Preventative Maintenance	✓	✓	✓	✓
Access to MyAE portal	✓	✓	✓	✓
Priority Lead Times	✓	✓	✓	✓
Calibration Certificate	Included with 'as-found' and 'as-left' measurements	Included with 'as-found' and 'as-left' measurements	Included with 'as-found' and 'as-left' measurements	Included with 'as-found' and 'as-left' measurements
Additional Measurement Points	Optional	Optional	Optional	Optional
NIST Calibration Reverse Traceable	Optional	Optional	Optional	Optional

\* Excludes fiber-optic cables. Spares and repairs over \$500 receive a \$500 credit off list price.

## Overview of Services



### AE Factory Calibration & Alignment

A fully equipped, expertly staffed laboratory for performing calibrations that meet national standards



### On Site Calibration & Alignment

Service Engineer visits your site for Calibration & Alignment of pyrometers



### On Site Commissioning

Service Engineer visits your site to commission new or moved pyrometer installations



### Retrofits and Upgrades

Help identify existing issues with devices in your equipment and provide recommendations



### SafeGuard™ Protection Plans with TSP Premium

Extend factory warranty, insure against accidental damage and save on repair costs



## OVERVIEW OF OUR SERVICES



### AE Factory Calibration & Alignment

**A fully equipped, expertly staffed laboratory for performing calibrations that meet national standards.**

- Calibration to all standard measurement points as defined for new products
- Optional calibration to defined customer-specific temperature points
- Alignment to meet original product specifications
- Full functional test including all interfaces
- Firmware/software updates
- Returned unit is programmed with identical user-specific parameter settings for transparency and ease of install
- Repair and replace recommendations as needed for proper functioning or preventative maintenance
- Calibration certificate



### On Site Calibration & Alignment

**A dedicated and experienced AE Field Service Engineer visits your site for Calibration & Alignment of pyrometers up to 1300°C.**

- Calibration on to all standard measurement points as defined for new products
- Optional calibration to defined customer-specific temperature points
- Alignment to meet original product specifications
- Full functional test including all interfaces
- Software and Firmware Updates
- Repair and replace recommendations as needed for proper functioning or preventative maintenance
- Calibration certificate
- System overview and training
- Lens cleaning, pyrometer repositioning and refocusing
- Inspect enclosures, O-rings, seals, mechanical and electrical connections
- Inspect mounting hardware and accessories
- AE Certified™ On-site service report summarizing by unit: Calibration verifications, Calibration and alignment next steps for out-of-spec units, Component replacement recommendations



### On Site Commissioning

**AE Field Service Engineer visits your site to commission new or moved pyrometer installations.**

- Optimize and verify pyrometer positioning
- Ensure all cables and wires are connected properly and functioning
- Basic user training on pyrometer use, parameter setting, care and troubleshooting
- Set pyrometer response time and optimal operational modes for the application (Single color, two color, or SMART mode if available)
- Initialize display outputs (4-20mA check)
- Adjust emissivity to match reference thermocouple or pyrometer
- Calibrating to the process when applicable
- Final measurement verification and customer acceptance



## SafeGuard™ Protection Plans

**Integral to the TSP and available on new and existing products. Offers continued protection for your product after the standard warranty expires, ensuring that you're covered for a longer period.**

- Extended warranty coverage against factory defects including coverage due to accidental damage and fair wear and tear.
- Can save money in the long run by covering repair costs that may arise, sparing you from unexpected expenses\*\*
- Simplified and convenient repair processes, making it easier to get your product fixed or replaced.
- Knowing that potential repair costs are covered can help you budget more effectively and avoid unexpected expenses.
- Excludes fiber-optic cables. Spares and repairs over \$500 receive a \$500 credit off list price. Calibrating to the process when applicable
- Final measurement verification and customer acceptance



## Retrofits and Upgrades

**AE Service will help identify existing, discontinued, or unrepairable devices in your equipment and provide recommendations to retrofit the equipment with equivalent products, or upgrade to the next generation as needed.**

- R&D support for modifications, fixturing and/or cabling to integrate AE replacement products
- Offer equivalent performance and functionality, possible to enhance overall performance and functionality.
- Extend the lifespan of the existing equipment, saving on replacement costs
- Reusing existing structures reduces waste and minimizes environmental impact
- Ensure that the new components are compatible with the existing structure
- Conduct thorough testing to validate the upgraded system's performance



## My AE Portal

**A one-stop-shop for convenient, fast and easy calibration returns, repairs, and reminders.**

- Email reminders for upcoming calibration events
- Manage calibrations and RMA's
- Status visibility throughout the process
- View all your RMAs in one place
- Stay informed on product updates and service offerings
- Save time and manage your asset calibration activities in one place
- Access calibration history on all your assets for traceability, compliance, and quality audit
- Never forget a calibration
- Manage and reduce tool downtime with better planning and fast calibration turnaround time



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#### **ABOUT ADVANCED ENERGY**

Advanced Energy (AE) has devoted more than four decades to perfecting power for its global customers. AE designs and manufactures highly engineered, precision power conversion, measurement and control solutions for mission-critical applications and processes.

AE's power solutions enable customer innovation in complex semiconductor and industrial thin film plasma manufacturing processes, demanding high and low voltage applications, and temperature-critical thermal processes.

With deep applications know-how and responsive service and support across the globe, AE builds collaborative partnerships to meet rapid technological developments, propel growth for its customers and power the future of technology.

**PRECISION | POWER | PERFORMANCE | TRUST**

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