

Reliability Assurance™ Program



Protect → Support → Refresh

PROTECT YOUR INVESTMENT

PEACE-OF-MIND PERFORMANCE

WHITE GLOVE SUPPORT

Learn how AMETEK Programmable Power Support can train, install, protect, refresh and calibrate your valuable investment through its life.

AMECare® Reliability Assurance™ Life Cycle Support Options

Peace of Mind is Just the Beginning

AMETEK offers a support service to protect your device through each stage of its life cycle. The four offerings below help provide a white glove solution to both insure your product with no hassle shipping, faster turnaround time, and offers you the ability to keep your product running like-new for longer, and with less potential for downtime even in the toughest environments!



1.) AMETEK Warranty+

A low cost, white glove enhancement to your standard product warranty ensuring a no hassle, expedited experience in the event of a failure.

Advantages:

- 2-way expedited shipping covered
- Instant Upgrade to Field Service Visit for MX/RS Series
- Field visits: 5-7 business day turnaround time
- Depot repairs: 15 business day turn around
- No cost repairs



2.) AMETEK Insurance

An extension to your warranty ensuring a no hassle experience in the event of a repair with no additional costs.

Advantages:

- 2-way expedited shipping covered
- Field visits: 5-7 business day turnaround time
- Depot repairs: 15 business day turn around
- Technical phone triage
- Factory Performance Calibration with repair



3.) AMETEK Prevention

A one-time preventative maintenance offering that protects your products wearables such as electrolytic items and fans, as well as provides a complete product status report including thermal imaging bringing your product to a like new state.

Advantages:

- Preventative Maintenance on a 5 year schedule
- Factory Performance Calibration
- All service travel covered
- 50% off future fails for 1 year
- Parts covered
- ECO/Firmware updates

See Schedule on page four



4.) AMETEK Protection

Bundling all elements of insurance and prevention into a total package both ensuring no hassle in the event of downtime and keeping your product like new.

Advantages:

- Depot repairs: 15 business day turn around
- All service travel covered
- Unlimited returns and visits
- Factory Performance Calibration
- Technical phone triage
- 2-way expedited shipping covered
- ECO/Firmware updates

AMECare® Reliability Assurance™ Life Cycle Support Options *continued*

AMETEK offers supplemental support services to help you find the right mix of items for your product. From new product training and installation support, to calibration, to end of life upgrades, Reliability Assurance supports everything you need to install, use, and support your products needs!



5.) New Product Commissioning

When you purchase a large piece of new capital, it is important to ensure your users know how to operate it the day it is installed. With AMETEK commissioning, an AMETEK field support associate will come onsite, verify your installation, perform first startup functional testing, and take your users through a series of product trainings, including specific application support, to ensure you are ready to use your device on day 1.

Specific elements include:

- Installation verification
- Functional testing
- Basic User Training
- Specific Test Application Training as requested
- Day of Application Support



6.) Professional Training

AMETEK understands that some customers prefer to manage units themselves. This includes learning how to troubleshoot a unit, perform a repair, and know what tests to run to ensure effective uptime. AMETEK professional training offers classes designed to teach these basic principles and learn the process for procuring spare parts to repair downed items.

Specific elements include:

- Lab training
- Hands on training
- Certificate of product training completion
- Spare parts discounts



7.) AMETEK Calibration

From factory calibration to Z540 and ISO17025 (Z540/ISO available in US Market Only), AMETEK offers calibration to ensure your product remains as accurate as possible to your testing specifications.

Advantages:

- Factory performance calibration
- Z540 certified calibration
- ISO17025 certificated calibration
- Performed at AMETEK's factory for required support



8.) AMETEK Upgrades

AMETEK offers an alternative to new product purchase, upgrading end of support and legacy components to a completely new state without having to spec in replacement units.

Advantages:

- Replacement of all boards
- Replacement of all power modules
- Replacement of all controllers
- ECO/Firmware updates
- Warranty coverage
- Factory Performance Calibration

Prevention Explained

Although AMETEK Programmable Power product is very reliable, taking care of your product is essential to enjoying a long life with no failures. Just like changing the oil in your car, replacement of wear items keeps your product in like new condition. AMETEK product is best served on an annual schedule that replaces parts, calibrates, and cleans your device over a 5 year period. Below is a chart describing how your product will be supported on intervals of 5 years:

	Year 1 - 2 of Life	Year 3 - 4 of Life	Year 5 of Life
Calibration	✓	✓	✓
Cleaning	✓	✓	✓
ECO/Firmware updates	✓	✓	✓
Fan Replacement		✓	✓
Input Filter Board Replacement - Capacitors			✓
PowerFET Replacement			✓
Diode Replacement			✓
SCR Replacement			✓

Reliability Assurance™ Support Specifics

Reliability Assurance™ Coverage Options by Product

The chart below helps you understand the service and support offerings available by product type. Each offering is specific to your products needs and requirements. Once you have found your product and offering, contact your regional office using the contact information on the following page to receive a quote for your service!

Product Family	Warranty Enhancement	Post Warranty Support			Calibration			Installation, Training, and Life Extension		Break-Fix
	Warranty+	Insurance	Prevention	Protection	Factory	Z540	ISO17025	Commissioning/ Training	End of Life Upgrade	One-Time Repair
Asterion AC/DC	✓	✓	✓	✓	✓	✓	✓	✓		✓
LS/LX	✓	✓	✓	✓	✓	✓	✓		✓	✓
CS/CSW/CW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
MX/RP/BPS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SG/SGX/SGE/SGA/SGI	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DCS 1K/1.2K/3K	✓	✓	✓	✓	✓	✓	✓		✓	✓
DLM 600/3K-4K	✓	✓	✓	✓	✓	✓	✓		✓	✓
i/iX	✓	✓	✓	✓	✓	✓	✓			✓
HPX	✓	✓	✓	✓	✓	✓	✓	✓		✓
PLA/PLW	✓	✓	✓	✓	✓	✓	✓	✓		✓
RFP/MFP	✓	✓	✓	✓	✓	✓	✓	✓		✓
XG 850/1500/1700	✓	✓	✓	✓	✓	✓	✓			✓
XT	✓	✓	✓	✓	✓	✓	✓		✓	✓
XPD	✓	✓	✓	✓	✓	✓	✓		✓	✓
HPD	✓	✓	✓	✓	✓	✓	✓		✓	✓
XHR	✓	✓	✓	✓	✓	✓	✓		✓	✓
XFR 2.8K	✓	✓	✓	✓	✓	✓	✓		✓	✓
SAS/BSS/ESG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VTI					✓	✓	✓			✓

* Fleets of 10+ units qualify for field SLAs

Note: Currently Reliability Assurance service contracts are available for United States market only.

AMETEK Programmable Power has decade of experience manufacturing power and test solutions for your critical production and test applications. These products are a critical part of our customers environment and AMETEK understands investment in technology requires planning and assurance of long-term support.

AMETEK offers a complete portfolio of services and support throughout the lifecycle of your product. This lifecycle is in the form of four phases to easily help you identify where your product currently stands, and the types of service and support you can receive. This also helps you identify when the right time to budget for a refresh of your technology based on the timing and guidelines at each stage of your current product's life.

Product Lifecycle Support Phases



Active Support Phase

All product services and repair capabilities are available to ensure your product runs at its best. This phase of the support includes the following options:

- Commissioning
- Training
- Full Repair Services
- Service Contracts
- Calibrations
- Preventative Maintenance Including ECO/
Firmware updates
- Short Term Service Rentals

1

End-of-Support Announcement

This is the second of two change announcements in your products' life cycle. The end-of-support announcement will occur 5 years from last customer shipment. This announcement is the formal notification that AMETEK spare parts, equipment, and factory capabilities will no longer be actively maintained or procured for use on product sustainment. After this point, services are limited and will eventually be terminated based on availability of parts, equipment, and factory capabilities. Contact AMETEK to discuss your next steps.

3

End-of-Sale Announcement

This is first of two change announcements in your products' life. This announcement begins the timeline for discussing long-term support for your product with AMETEK, and replacement strategies with new generations of AMETEK Programmable Power solutions product. With this announcement, your product moves to a 5-year support timeline called Limited Support.

2



Limited Support Phase

AMETEK defines Limited Support as the 5-year period from last time purchase. During this period, AMETEK recommends engaging your support team to create a long-term support agreement for your equipment, or begin budgeting upgrade or refresh. Support services during this phase include:

- Commissioning
- Training
- Full Repair Services
- Service Contracts
- Calibrations
- Preventative Maintenance Including ECO/
Firmware updates
- Short Term Service Rentals



End of Support Phase

This final phase of product support is limited to availability of spare parts, equipment, and factory capabilities. During this period, customers can request support, but AMETEK may not be able to repair or service your equipment. Services in this phase include:

- Repairs limited by spare parts, equipment, and factory capabilities
- Calibrations based on test equipment availability

	ACTIVELY SUPPORTED	END-OF-SALE "YEAR OF" ANNOUNCEMENT	REPLACEMENT PRODUCT	END OF SUPPORT - 5 YEARS POST END OF SALE
Laboratory and Benchtop DC Power Supplies				
HPD Series - 300 Watt Near Linear High Power Density Benchtop and 1/4 Rack Supplies	X			
XBT Series - 222 Watt Triple Output Linear Benchtop Supplies	X			
XDL Series - 105 to 242 Watt Digitally Controlled Precision Linear Benchtop Supplies	X			
XEL Series - 48 to 180 Watt Compact Linear Benchtop Supplies	X			
XHR Series - 1000 Watt Compact Benchtop and 1/2 Rack System Supply	X			
XPD Series - 500 Watt High Power Density Benchtop and 1/4 Rack System Supply	X			
XPF Series - 360 to 840Watt PowerFlex Single or Dual Output DC Benchtop Supplies	X			
XPH Series - 175 to 420 Watt Compact High Power Benchtop Supplies	X			
XPL Series - 30 to 125 Watt Compact Linear Benchtop Supplies	X			
XT Series - 60 Watt Linear Benchtop and 1/4 Rack System Supply	X			
Rackmount DC 600W to 5 KW				
Asterion DC Series - 1700 W, 3400 W, and 5000 W 1U Full Rack System Supply	X			
DCS 1 & 1.2kW Series - 1000 & 1200 Watt Rackmount 1 U Full Rack System Supply	X			
DCS 3 kW Series - 3000 Watt Rackmount 2 U Full Rack System Supply	X			
DLM 3 kW & 4 kW Series - 3000 and 4000 Watt 2 U Rack Mount System Supply with PFC	X			
DLM 600 W Series - 600 Watt Near Linear Benchtop and 1 U 1/2 Rack System Supply	X			
LHP 1kW Series		2007	XG Series	X
PD Series Power Supply - 15W to 1200W	X			
XFR 1.2 kW Series - 1200 Watt Rackmount 1 U Full Rack System Supply		2014	DCS/XG Series	
XFR 2.8 kW Series - 2800 Watt Rackmount 2 U Full Rack System Supply	X			
XG 1500 W & 1700 W Series - 1500 / 1700 Watt 1 U Full Rack System Supply	X			
XG 850 W Series - 850 Watt 1 U 1/2 Rack System Supply	X			
High Power DC				
AC - DC Bidirectional Regenerative Power System	X			
ARGANTIX KDC & XDS Series		2011	SGX Series	X
HPX Series - High Power DC Rack Systems	X			
POWER TEN P63 and P66 Series Series		2011	SGX Series	X
SORENSEN DHP Series		2011	SGX Series	X
SORENSEN ASD FLX Series (10kW - 320kW)	X			
SORENSEN ASD Series (10kW - 320kW)	X			
SORENSEN SGA, SGe, SGI & SFA Series (10V - 1000V)	X			
SORENSEN SFA Series (10V - 1000V)	X			
SORENSEN SGX Series (10V - 1000V)	X			
XMP Multi-output Power System		2009	N/A	X
Sorensen Electronic Loads				
SORENSEN SL Loads	X			
AMREL eLoads				
PLA - 800W to 7.5kW Air Cooled Electronic Load	X			
PLW - 6kW to 36kW Water Cooled Electronic Load	X			
ELGAR AC				
ContinuousWave (CW) Series	X			
ELGAR AC OTHER (GUPS)	X			
SmartWave (SW) Series (includes SWAE series)		2012	Asterion Series	X
TrueWave (TW) Series		2014	Asterion Series	
XWAVE High Power AC Source / Frequency Converter		2013	BPS Series	X
California Instruments AC				
Asterion ASC "AC Only" Models	X			
Asterion High Performance AC Power Sources	X			
BPS/MX/RS High Power AC Sources	X			
CS Series - AC Current Source	X			
CSW - California Instruments SmartWave Series	X			
CTS Series - IEC Compliance Test Systems	X			
EC Series		2011	N/A	X
FCS Series - AC Power Source Series I		2011	MX/BPS Series	X
FCS Series II - AC Power Source		2014	MX/BPS Series	
FX Series - AC Voltage and Current Source		2014	N/A	
i, iM, and iX Series II - AC Power Sources	X			
LD Series - AC Load	X			
Low Power Compact i and iX Series - AC Power Sources	X			
LS Series / LX Series - AC Power Sources	X			
L-Series - AC Power Sources		2014	Asterion Series	
OMNI - Output Matching Network Impedance	X			
P Series - AC Power Source		2014	Asterion Series	
RP Series - AC Power Source	X			
TL Series - Linear AC Power Source		2014	Asterion Series	
Modular Power Supply Systems				
AT8000A Modular Power Supply		2006	N/A	X
MFP Fixed Output Militarized Power Supplies	X			
ReFlex Power - RFP Modular Power Supply System - AC / DC / Loads / Controller (V2-V3)	X			
TerraSAS Systems				
ETS - 60/ 80/ 150 VDC Standalone Power Supplies / Master Racks	X			
ETS - 600 VDC Standalone Power Supplies / Master & Slave Racks	X			
ETS - 1000 VDC Standalone Power Supplies / Master & Slave Racks	X			
SAS/BSS Space Solar Array & Battent Systems	X			
VTI Instruments products will be added soon				

Worldwide Service & Support

Reliability Assurance™ Service & Support Locations

Learn about your repair service and support options at www.powerandtest.com/service-and-support/ra



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