

## Service Level Agreements – Increasing the Value of Your Process

### Protecting your investment

Fraser Technologies is committed to providing the best customer and process support in the industry. Our goal is to help you get the greatest return on your investment, assisting you to ensure a safe and effective cleaning process.



### Choose from our Service Level Agreement premier plans

SLA customers receive full benefits of audits of your cleaning process, detailed sample analysis, operator training, and pro-active customer support designed to keep you informed on important product information.



### Services and Benefits

- Implementation and operator training for preventative maintenance program to keep your process running optimally
- Unlimited access to technical support via telephone and e-mail
- Increase productivity
- Control quality
- Control costs
- Minimise environmental impact

SLA's ensure convenient, quality service and peace of mind knowing that Fraser Technologies skilled technical support staff are here to help with any aspect of your cleaning process. Please see overleaf for details on which SLA will best meet your requirements





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THE LEADER IN SOLDERING AND COMPONENT CLEANING

Fraser Technologies technical support department will be delighted to discuss which level of support you require. **Contact us - [techsupport@frasertech.co.uk](mailto:techsupport@frasertech.co.uk)**

Customer Benefit	A	B	C	D
Implementation and Operator Training for Preventative Maintenance Program	✓	✓	✓	✓
1 Audit per year	✓	✓		
2 Audits per year			✓	
3 Audits per year				✓
4 Audits per year				✓
Sample Analysis - Boiling Point & Specific Gravity		✓	✓	✓
Detailed Sample Analysis - 1 Per Annum		✓		
Detailed Sample Analysis - 2 Per Annum			✓	
Detailed Sample Analysis - 3 Per Annum				✓
Annual Unlimited Telephone Support	✓	✓	✓	✓
Annual Unlimited E-mail Support	✓	✓	✓	✓
F-Gas Training	✓	✓	✓	✓
Free Uplift of Solvent Waste	✓	✓	✓	✓
Additional Audits				
Detailed Sample Analysis - NVR & Spectrographic			✓	✓
Full Manufacturers Annual Service				
Full System Cleanout - Labour Only				✓
Supply Discount Filters, Spare Parts etc	✓	✓	✓	✓
Emergency Support Visit				✓
F-Gas Refresher			✓	✓



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