

Mega Premium Service



Mega Premium Service contract options are aimed at providing top-notch customer service and maintenance for your state-of-the-art Mega chemical and slurry tools. Our escalation process provides you with the confidence to know we're available should you need service and support.

Murphy's law states that when critical or very important equipment fails, it's usually at the most inopportune time. With a Mega Premium Service contract, you'll have options for maintaining your tools and preventing system downtime, as well as reliable customer service.

The Advantages Are Clear

SERVICE CONTRACTS

TRADITIONAL METHOD

MONITORED TOLL-FREE NUMBER



The new way:

- ◆ Around the clock Customer Service availability
- ◆ Single point of contact

The old way:

- ◆ Customer service available during office hours only
- ◆ Response time limited

IMPROVE SYSTEM PERFORMANCE



The new way:

- ◆ Focus on current and future service needs
- ◆ Preventive maintenance

The old way:

- ◆ Tool maintenance not managed
- ◆ Tool downtime increased

DISCOUNT PRICING



The new way:

- ◆ Discounts on PM materials and spare parts
- ◆ Discounts on labor/materials for upgrades and retrofits

The old way:

- ◆ Parts at regular price
- ◆ Upgrades and retrofits costly



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Available Service Options

	PLATINUM*	GOLD	SILVER	BRONZE
Toll-free number monitored	24/7 365 days/year	24/7 365 days/year	24/7 365 days/year	24/7 365 days/year
Emergency response time	≤ 4 hours	≤ 24 hours	Priority Effort	-
Escalation Support	Included	1 per month	Billable	-
Phone support	≤ 20 hrs./month > 20 hrs. @ FSE/ Controls Rate	≤ 4 hrs./month > 4 hrs. @ FSE/ Controls Rate	≤ 2 hrs./month > 2 hrs. @ FSE/ Controls Rate	FSE/Controls Rate
Discounted FSE/Controls Service Labor Rate (within the scope of Service Contract)	45%	20%	15%	10%
Discount on materials for upgrades, retrofits, and spares, and engineering labor	15%	10%	5%	-
Spare Parts Warranty	180 days	90 days	90 days	90 days
Technician onsite hours	2000 hrs./yr. @ discounted rate	480 hrs./yr. @ discounted rate	160 hrs./yr. @ discounted rate	Per Quote
Emergency callouts/after hours/overtime	1.5x contract labor rate	1.75x contract labor rate	2.0x contract labor rate	2.25x contract labor rate
Travel expenses	Actual plus 10% admin fees	Actual plus 10% admin fees	Actual plus 10% admin fees	Actual plus 10% admin fees

*Platinum package can be customized to support multiple sites.

To learn more about Mega Premium Service, contact your account representative, call 1-855-604-MEGA (6342) or e-mail service@megafluidsystems.com.



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