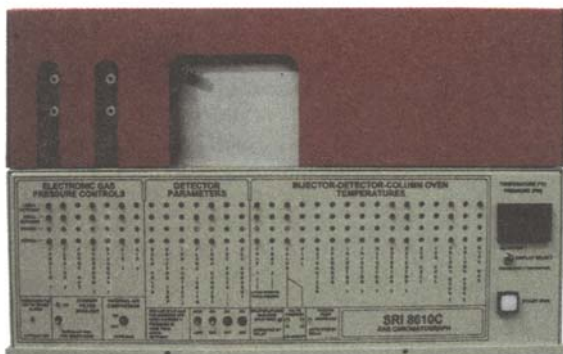
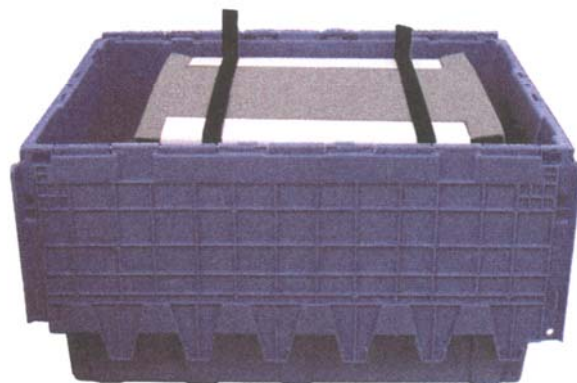


# Service and Repair



At SRI we do our best to minimize instrument downtime due to repair. That's why we've designed our GCs to be diagnosed and fixed over the phone. You may have noticed that our GC's have a lot of "stuff" on the front panels. All those buttons allow us to tell over the phone exactly how the GC is configured (i.e., detector types, number of injectors, etc.). Therefore, when you call for service, you can get the help you need even if you've never seen the instrument before.

If we cannot fix the problem over the phone or send you the required parts for you to install, you can FedEx the instrument to our factory in its reusable shipping container. At SRI, we've tried to minimize the inconvenience of shipping the instrument for repair by providing a belt and buckle system which secures the instrument in the shipping container within minutes, without requiring any extra packaging material.



A reusable shipping crate comes standard with every SRI GC.

When your unit arrives, we will normally make repairs and reship within 48 hours. In most cases, you will have your unit back within 72 hours of the original complaint. This is faster than most instrument companies can even schedule an on-site service call. We will fix it right the first time, test it, and obtain your approval before sending it back to you.

## SRI Systems Training



Training for individuals or small groups is available at the SRI facility in Torrance, CA (15 minutes from the Los Angeles International Airport) at the rate of \$100 per hour. Instruction is geared towards hands-on, practical operation of SRI chromatography instruments. Time is spent one-on-one, actually running samples with SRI technicians. Four to eight hours is usually sufficient for operators with prior GC and/or HPLC experience.