



ARUN
TECHNOLOGY

**ANNUAL SERVICE
PLANS 2025**

ARUN Technology prides itself on providing top quality after sales service and support, keeping customers happy and facilities running seamlessly by offering annual preventative maintenance and fast, expert support.

WHAT HAPPENS DURING AN ANNUAL SERVICE?

Preventative maintenance means that the high performance of your OES instrument will be protected for many years.

Annual Service ensures that key optical components and other replenishable parts are replaced regularly before they degrade, and cleaning of the internal components will avoid contamination causing any instrument down time.

Matrix Calibration Checks can be performed by our expert engineers using certified samples to ensure complete confidence that our advanced, bespoke calibrations are performing accurately and precisely. Adjustments will be made to optimise key elements in the grades and alloys that matter to you.

Certificates of Calibration are issued after work is performed to prove the exceptional performance of the instrument and provide evidence for auditing purposes.

WHAT DO OUR CUSTOMERS SAY?

"Kieran and Bharat attended our factory to complete the annual service of our PolySpek, both were very **professional** and **helpful**. They talked me through what they were doing, what was being changed and advised me of a few things we could do to help the instrument. They went **above and beyond** to make sure we were happy prior to leaving... I am very pleased with the service and look forward to welcoming them back here again in the future."

"As ever, it was a **good service** from you guys. Once again thanks for getting us back up and running so **quickly**."

"I am very satisfied, I especially note the good remote and real technical support. I am very pleased with the **quick response** of the service support."



2025 ANNUAL SERVICE PLANS

PLAN TIER	DESCRIPTION	PRICE
TIER 1	<p>The standard annual service plan for ARUN Technology benchtop OES instruments.</p> <p>Service performed by trained ARUN Technology service engineers. Replacement of replenishable parts and cleaning of the instrument, all parts included.</p> <p>For the full year from the date of the service, remote support sessions of less than 30 minutes will be free of charge, up to a limit of 5 hours of remote support time per month.</p>	£2535
TIER 2	<p>The enhanced annual service plan for ARUN Technology benchtop OES instruments.</p> <p>Service performed by trained ARUN Technology service engineers. Replacement of replenishable parts and cleaning of the instrument, all parts included.</p> <p>For the full year from the date of the service, all remote support sessions will be free of charge, up to a limit of 10 hours of remote support time per month.</p>	£2950
TIER 3	<p>The comprehensive annual service plan for ARUN Technology benchtop OES instruments.</p> <p>Service performed by trained ARUN Technology service engineers. Replacement of replenishable parts and cleaning of the instrument, all parts included.</p> <p>For the full year from the date of the service, all remote support sessions will be free of charge, up to a limit of 10 hours of remote support time per month.</p> <p>During the year from the date of service, one service engineer callout of one day can be claimed free of charge. Conditional on initial remote diagnosis and support.</p>	£3650



2025 CALIBRATION CHECK PRICING

NAME	DESCRIPTION	PRICE
Matrix Calibration Check	Calibration check for one analysis programme, checking performance using certified samples and making adjustments to optimise accuracy. Available for ARTUS 8, MERLIN 4, PolySpek NEO, and PolySpek Junior instruments.	£103
Matrix Calibration Certificate	Certificate provided to certify Matrix Calibration Checks carried out on OES instruments – specifying instrument serial number, calibrations checked, and signed by an ARUN Technology engineer.	£57

OTHER SERVICE SUPPORT PRICING

DESCRIPTION	PRICE
Technical Support – Hourly Rate	£133
Labour (per Hour)	£221
Labour (Full Day)	£1134

For enquiries about service plans, contact
service@aruntechnology.com

For technical support, contact
technicalsupport@aruntechnology.com

