

ECOM service warranty & Extended Warranty packages

Limited – Included with purchase of analyzers:

1 year parts

18 month sensors

10 year frame

Excludes all consumables such as probe, sample line & battery

Damage and abuse not covered

Limited Basic extended warranty packages

Silver 2/4 – Covers defective or premature failure of components contained in analyzer base unit.

Coverage Includes 4 semi-annual/500 hour overhaul/rebuild maintenance service. All analyzers will be returned with a NIST traceable certificate of calibration.

Not included in coverage: Probes, sample lines, sensors, batteries, filters, paper and consumables.

Damage or abuse is not covered under this package

All work must be completed by ECOM America Service Center in Gainesville, GA.

Silver 3/6 - Covers defective or premature failure of components contained in analyzer base unit.

Coverage Includes 6 semi-annual/500 hour overhaul/rebuild maintenance service. All analyzers will be returned with a NIST traceable certificate of calibration.

Not included in coverage: Probes, sample lines, sensors, batteries, filters, paper and consumables.

Damage or abuse is not covered under this package

All work must be completed by ECOM America Service Center in Gainesville, GA.

Silver 5/10 - Covers defective or premature failure of components contained in analyzer base unit.

Coverage Includes 10 semi-annual/500 hour overhaul/rebuild maintenance service. All analyzers will be returned with a NIST traceable certificate of calibration.

Not included in coverage: Probes, sample lines, sensors, batteries, filters, paper and consumables.

Damage or abuse is not covered under this package

All work must be completed by ECOM America Service Center in Gainesville, GA.

Unlimited Bumper to bumper extended warranty packages

Gold 2 - Bumper to bumper coverage for 2 years – Covers replacement or repair of all defective or failed analyzer components.

Includes return shipping based on UPS ground.

Includes complete Service check, inspection and replacement as needed :

1. Complete diagnostic evaluation of the analyzer, which includes “as found” condition of the sensors, batteries, pumps, water trap, printer, sample line, probe, and thermocouples.
2. Complete cleaning of analyzer (case, panel and internal cleaning of pumps, bypass valves, tubing, & water trap).
3. Filter Replacement kit (Water Trap filters / Inline filters / NOX Beads).
4. Replacement of sensors (J2KN/PRO, EN2/EN2F, and CN).
5. Replacement of batteries (J2KN/PRO, and EN2/EN2F).
6. Calibration gases used to service the analyzer.
7. All labor fees
8. Certificate of Calibration, upon completion of repair.
9. Circuit Boards (Main PCB, Display Boards, Displays, etc.), Power Transformers, Printer assemblies, Batteries, Pumps, sensors, Sample Lines & Probes inspected and serviced as needed.
10. Update analyzer to current firmware version if needed

Unlimited Bumper to bumper extended warranty packages

Gold 3 – Bumper to bumper coverage for 3 years – Covers replacement or repair of all defective or failed analyzer components.

Includes return shipping UPS ground

Includes complete Service check, inspection and replacement as needed :

1. Complete diagnostic evaluation of the analyzer, which includes “as found” condition of the sensors, batteries, pumps, water trap, printer, sample line, probe, and thermocouples.
2. Complete cleaning of analyzer (case, panel and internal cleaning of pumps, bypass valves, tubing, & water trap).
3. Filter Replacement kit (Water Trap filters / Inline filters / NOX Beads).
4. Replacement of sensors (J2KN/PRO, EN2/EN2F, and CN).
5. Replacement of batteries (J2KN/PRO, and EN2/EN2F).
6. Calibration gases used to service the analyzer.
7. All labor fees
8. Certificate of Calibration, upon completion of repair.
9. Circuit Boards (Main PCB, Display Boards, Displays, etc.), Power Transformers, Printer assemblies, Batteries, Pumps, sensors, Sample Lines & Probes inspected and serviced as needed.
10. Update analyzer to current firmware version if needed

Unlimited Bumper to bumper extended warranty packages

Gold 5 – Bumper to bumper coverage for 5 years – Covers replacement or repair of all defective or failed analyzer components.

Includes return shipping UPS ground

Includes complete Service check, inspection and replacement as needed :

1. Complete diagnostic evaluation of the analyzer, which includes “as found” condition of the sensors, batteries, pumps, water trap, printer, sample line, probe, and thermocouples.
2. Complete cleaning of analyzer (case, panel and internal cleaning of pumps, bypass valves, tubing, & water trap).
3. Filter Replacement kit (Water Trap filters / Inline filters / NOX Beads).
4. Replacement of sensors (J2KN/PRO, EN2/EN2F, and CN).
5. Replacement of batteries (J2KN/PRO, and EN2/EN2F).
6. Calibration gases used to service the analyzer.
7. All labor fees
8. Certificate of Calibration, upon completion of repair.
9. Circuit Boards (Main PCB, Display Boards, Displays, etc.), Power Transformers, Printer assemblies, Batteries, Pumps, sensors, Sample Lines & Probes inspected and serviced as needed.
10. Update analyzer to current firmware version if needed