

# LEWIS AND CLARK

*We Discover Equipment Opportunities*



## Service Offerings

### 5DX Service Capabilities

#### Service Agreements

In order to insure system performance and limit service costs, we provide yearly maintenance agreements – even on systems which are no longer supported by Agilent. These agreements are available in two different configurations as follows:

- **Onsite Support Agreement**

This is our highest level of support and provides full onsite maintenance for your system as well as phone support, remote diagnostics, preventative maintenance, annual radiation survey, and parts.

- **Cooperative Support Agreements**

This is a cost effective way to protect your system by utilizing our technical assistance and remote troubleshooting to repair your system with your own maintenance staff. Parts are provided at no charge. Preventative maintenance and an annual radiation survey are included. If onsite support is required, it is available at an additional charge.

#### X-ray Radiation Survey

Checks the operation of the safety interlocks and measures the X-ray emissions at all points outside the external surfaces of the 5DX X-ray system cabinet. Test is conducted in accordance with factory requirements and government regulations. This test is required:

- Annually
- At installation
- After system relocation
- After major repair of x-ray subsystem

#### Periodic Maintenance

Perform required system maintenance in accordance with manufacture's recommendations to insure proper operation and system reliability. This includes but is not limited to:

- Cleaning of inside of system
- Lubrication
- Replacement of belts, brushes, lamps, or other consumable items
- Cleaning of fans and filters
- Alignment of XY stage
- Adjust board stops and sensors

## Service Offerings

### Calibration

Perform required system calibrations to insure peak performance of the system to factory specifications including:

- X-ray beam synchronization
- Imaging system
- X-ray beam focus
- Stage accuracy
- Laser performance

### Operator Maintenance Training

Instruct operators or plant maintenance personnel on the proper procedures for the following:

- System startup and shutdown
- Clearing board jams
- Running diagnostics
- Basic calibrations
- Enabling remote diagnostics
- Replacing consumable components

### Remote Troubleshooting

This service provides assistance to customer maintenance personnel in troubleshooting system problems.

- Telephone support
- Remote operation of the system by a trained expert

### System Relocations

De-installation / re-installation of systems in accordance with factory specifications. This includes the following:

- System moves
- Calibration after re-installation
- Radiation survey after re-installation

**Direct all service related inquiries to:**

**[service@lewis-clark.com](mailto:service@lewis-clark.com)**