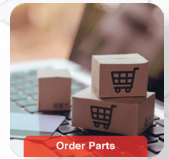


# CUSTOMER SUPPORT

SERVICE . SUPPORT . TRAINING



# WE ARE READY TO ASSIST

Our goal is to make your experience with our products exceptional. We stand behind our analyzers with a broad service offering that provides a sense of security long after the initial purchase has been made.

From delivering on-site technical support to in-house repair at one of our service centers, our experienced technicians are knowledgeable and helpful. We also offer remote virtual support and a variety of training options.

## FIELD SERVICE, CALIBRATION AND MAINTENANCE

### WORLD CLASS AFTER-SALES TECHNICAL SUPPORT

Our global network of sales and service offices is staffed with experienced Technical Sales Representatives and Field Service Engineers, ready to provide knowledgeable and responsive support via phone, email, virtual meetings, or on-site visits including maintenance, calibration, and start-up/commissioning of your instruments. Technicians are available to assist with trouble shooting, part identification, installation questions and much more.

#### Providing Field Service and Maintenance for:

- API Calibration for Verification and Traceability Results
- Preventive Maintenance for the Long Life of your Instrument
- Instrument Training for your Location
- Pre-scheduled Annual Contracts and/or Emergency Repairs



## FACTORY SERVICE

### WE HAVE YOU COVERED

In addition to our field service, we also offer factory service. Services offered at the factory can range from a simple calibration to complete instrument refurbishing and customization. Instruments returned for factory service undergo a full diagnosis before repairs are performed. A summary of the expected repair is provided for service approval. After the repair is completed, the instrument undergoes full factory testing and certification which is provided with delivery of the instrument. Utilize our convenient online Return Authorization form at [www.chandlereng.com](http://www.chandlereng.com)

#### A Few of the Services Offered:

- Instrument Calibration and/or Repairs
- Instrument Refurbishing
- Pressure Vessel Recertification
- Instrument Upgrade for 5270 Data Acquisition



# TRAINING

## UTILIZE THE GLOBAL TRAINING CENTER

Experience Chandler Engineerings' Global Training Center located in Tulsa, Oklahoma which offers courses for new and seasoned instrument users for in-depth education into the operation, configuration, troubleshooting and repair of specific instruments. These courses are offered at the facility or can be set up at your operating location.

The Maintenance and Calibration Training Program is a "hands on" 5 day course that covers the operation, maintenance and calibrations of Chandler Instruments. Check out [www.chandlereng.com](http://www.chandlereng.com) to view complete course listings, dates and to sign up for a class.

### Types of Classes Offered:

- Cementing Maintenance and Calibration
- Quizix Precision Pumps
- On-Site Training per Request



# REPLACEMENT PARTS

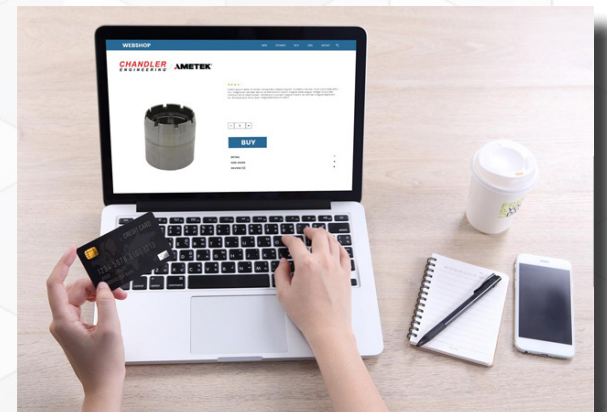
## WHEN TIMING MATTERS

Laboratories demand increasingly precise and reliable test results, making accuracy, efficiency, and minimal instrument downtime more critical than ever. Ensuring you receive the correct part for your instrument is essential to maintaining uncompromised performance.

Our high-quality parts are specifically designed to keep your equipment operating at peak efficiency. Whether through factory-direct support or assistance from our field service representatives, we're here to help you select the right components for your instruments. We also offer customized inventory packages tailored to your laboratory's needs.

## PURCHASE REPLACEMENT PARTS ANYTIME . ANYWHERE


For added convenience, browse and purchase replacement parts anytime through our online store. It's a fast, reliable way to get the components you need, when timing matters most. Visit [www.chandlereng.com](http://www.chandlereng.com) for additional information.




At Chandler Engineering, we are united by our commitment to each other and the shared values that define our work. We promote unity, honor, and belonging within our company and extend that care to the communities we serve. Our dedication to innovation and excellence in energy solutions is driven by our desire to leave the world a better place for our families and future generations.



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