



Protect your investment in
Metal Power spectrometers with

CARE
SERVICE
PROGRAMS

PackageCARE

PlannedCARE+

PlannedCARE



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When the passion to excel becomes the driving force, it transcends all barriers.

It holds the power to transform science into sublime art.



Our vision is to be and remain global leaders in analytical instruments and the supplier of choice for companies around the world. We will ceaselessly research and innovate to bring to the market, products and applications of the highest quality and efficiency to meet our customers' needs, enabling them in turn to meet the highest quality standards and achieve more through less – be it on investment, maintenance or time.

A trusted partnership

Sustained good performance of your spectrometer is critical to your operations.

To this end, a proper and well planned maintenance strategy helps in avoiding unplanned and un-budgeted downtime which causes interruptions to production.

By choosing a **Metal Power CARE service program**, you are investing in your future with a trusted and reliable partner – and safeguarding your instrument, operations and therefore revenues.



A STITCH IN TIME SAVES NINE!

CARE service programs from Metal Power

Metal Power does all that it takes to ensure the highest level of customer satisfaction.

We understand the criticality of our instruments to the operations of our customers and are committed to ensuring minimum downtime. In order to elevate the customer experience and protect their investment in expensive equipment, Metal Power has launched a range of CARE service programs.



PackageCARE

Comprehensive parts and service coverage provides the greatest value for asset management by transferring operational risk to Metal Power Analytical Pvt. Ltd.

We are responsible for scheduled spectrometer maintenance, as well as using predictive analytics and CRM tools to help prevent unexpected interruptions to your production.



**Preventative,
predictive and
comprehensive**

- Assurance of the highest SLAs, coupled with schedule-based preventive maintenance visits, as well as any repairs or spares replacement as may be needed.
- Using real-time data analytics on your assets, we also pre-emptively replace parts when needed to prevent unnecessary downtime.
- PackageCARE also offers the highest levels of discounts on all other MPA offerings.

★ Inclusive of Proficiency Testing registration – 2nos.

PlannedCARE+

PlannedCARE+ provides predictable, on-time planned spectrometer maintenance services, including diagnostics to catch potential problems, before they result in larger headaches.

Covers operating costs and provides discounts and a plethora of other benefits.



Predictable operating costs and preventive maintenance

- Assurance of high SLAs and priority scheduling coupled with supply of a consumable kit along with the maintenance plan.
- Schedule-driven and analytics-based preventive maintenance as well as significant discounts on all MPA offerings.

★ **Inclusive of Proficiency Testing registration – 1no.**

PlannedCARE

PlannedCARE provides predictable, on-time planned spectrometer maintenance services, including diagnostics to catch potential problems, before they result in larger headaches.

Discounts are also offered on any consumables, spares as well as accessories that MPA offers



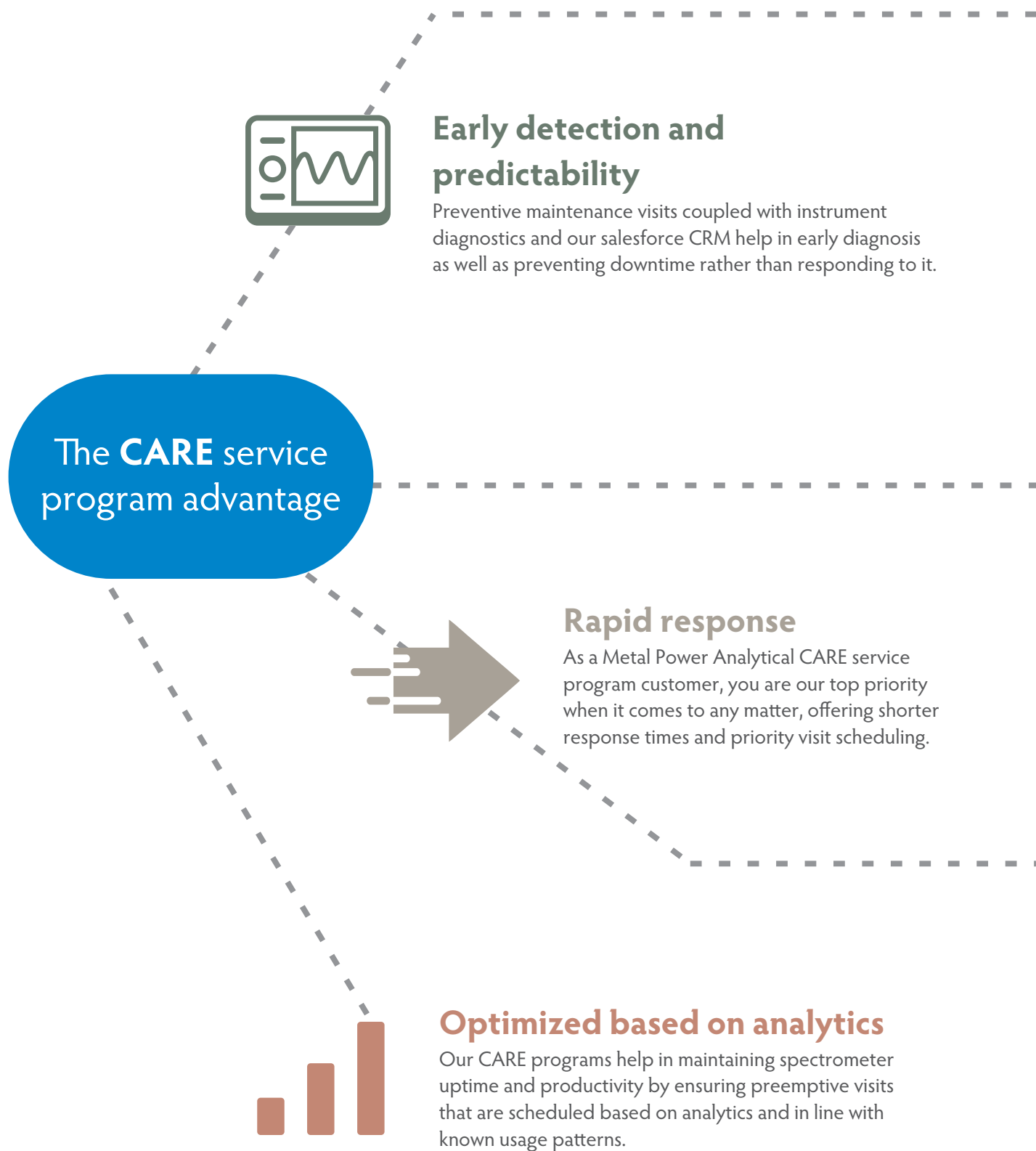
Preventive maintenance and discounts on other offerings

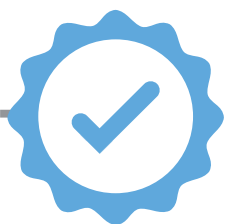
- Assurance of high SLAs and priority scheduling under the maintenance plan.
- Schedule-driven and analytics-based preventive maintenance as well as significant discounts on all MPA offerings.

Metal Power's service CARE programs cover the entire range of your spectrometers



The **CARE** service program advantage





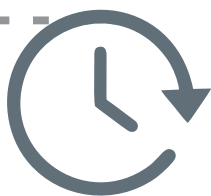
Genuine parts

Metal Power Analytical genuine parts are an essential element of ensuring maximum reliability and optimal performance. Using genuine parts eliminates exposure to unnecessary risks and equipment damage, which leads to increased downtime and higher operating costs.



Never miss a visit; we can't and won't forget!

Spectrometry is our core competence, and we will make sure you don't miss a scheduled maintenance. Our CRM ensures complete tracking – and this is also in sync with the reminders on your instrument! We have made every endeavour to ensure you will never miss out!



Lasts longer, runs better

A spectrometer is as good as its components and their working. Performing timely and sound routine maintenance and replacing consumables at the optimal time ensures longer life of the OES and reduces the risk of unwanted surprises.



CARE program features

No risk of surprise costs!

No surprise costs – ever. Pricing is transparent and committed. So too are discounts! PackageCARE goes even further and negates almost all cost impact!



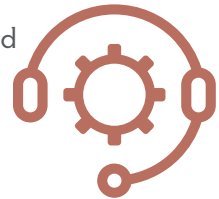
Risk transfer



Warranties typically cover defects in materials and workmanship, specifically excluding wear and tear, corrosion, etc. PackageCARE covers it all!

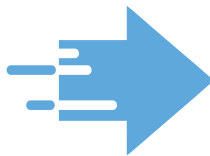
Remote support

Issues can often be diagnosed and sometimes even resolved remotely. We offer remote support to all our customers, allowing our service team to quickly diagnose, address and even resolve issues online with minimal downside to your productivity!



Rapid response

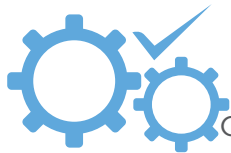
Unplanned events can occur. CARE programs offer rapid response guarantees to maximize your equipment uptime. PackageCARE customers are also assured SLAs with emergency response even during weekends or statutory holidays.





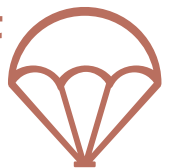
When you enroll in a CARE program, our CRM ensures that we plan inventory for any and every need that may arise, ensuring you never face delays or disruptions on account of sudden, unanticipated failures

Reduce lead time and cost



We select every component and design every card to the very highest standards to ensure the highest levels of reliability and performance; a CARE program ensures you always get only genuine parts, which safeguards your instrument and mitigates the risk of failure

Safety and risk management



Quality is our business and is central to all our work and processes. From product, part and subsystem performance to each interaction you have with our team, we track, monitor and audit the quality of every single touchpoint you have with us, to ensure you are never disappointed.

Quality in every facet



Metal Power has over 30 years of experience in designing, making and servicing spectrometers. We also have a large base of experts in every area available at all times – and across all modes – to offer any required help and / or advice.

Trained experts

We operate a dedicated, fully in-house central helpdesk at our head office that is staffed solely by service experts. We also offer a toll-free helpline to ensure your calls are always answered by someone that can help you immediately as opposed to just note down your details!

Central helpdesk



It all adds up to **Peace of Mind**

Lower cost of ownership

From package costs to operating costs, CARE service programs are tailored to provide the most cost-effective solutions based on your usage pattern and maintenance strategy.



Quality results

Spectrometry is our core competence and we know what it takes for your lab and your instrument to deliver the absolutely best results all the time



Increased uptime

Our CARE programs help decrease unplanned downtime and costly production interruptions. Preventive maintenance is always a positive-ROI investment!



Service level assurance

CARE program users are accorded the highest SLAs and priority in all aspects. From dedicated engineers to support during holidays, CARE programs have you covered!



Peace of mind

Leave maintenance, our expertise, to us with the assurance of optimal equipment performance while you focus on what that enables – growing your business!



Reliability for life!

I want
someone else
to be
responsible

I need a good
provider for
routine
maintenance

I need quality
parts for
maintenance with
on call labour
assistance



Protect

Help

Enable

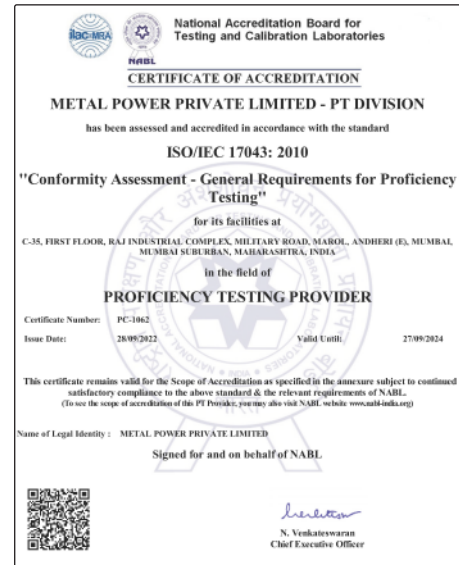
CARE service features

	Package CARE	Planned CARE+	Planned CARE	Per visit service
Genuine parts assurance	✓	✓	✓	✓
Online / Remote support	✓	✓	✓	✓
Access to toll-free helpline	✓	✓	✓	✓
Online call logging	✓	✓	✓	✓
Direct support from MPA engineer/s	✓	✓	✓	✓
Data tracking and call monitoring	✓	✓	✓	✓
Maintenance visits per annum	As per contract	As per contract	As per contract	–
Calibration certificate included	✓	✓	✓	–
Consumables kits included	2	1	–	–
Spares covered under contract	✓	✗	✗	✗
Repairs covered under contract	✓	✗	✗	✗
Discount on spares	N/A	15%	5%	–
Discount on repairs costs	N/A	10%	–	–
Discount on extra sets of consumables	20%	20%	5%	–
Discount on MPA accessories	20%	10%	5%	–
Proficiency Testing registrations included	2	1	–	

Proficiency testing

Metal Power's laboratory division offers a range of NABL-accredited proficiency testing (PT) programs for laboratories. Today, MPA's Proficiency Testing programs are widely acknowledged as among the best in the industry and our client base for Proficiency Testing includes some of the biggest and best firms in the country across the public and private sectors.

- NABL-accredited proficiency testing (PT) provider
- Highly trained metallurgists, chemists and statisticians
- Over a decade of experience in providing top-notch services
- Our certificate for the proficiency testing is well recognized and trusted by industry
- All our laboratories are run as trusted umpire laboratories



Accessories and allied products

Wireless RTDS

Revolutionary real-time full analysis remote display



Data transmission at its best with ~1km coverage from OES to the melting platform!

Armour Safe

The best possible protection



Armour Safe protects your appliances from a variety of electrical faults with fault indication as well

CleanSharp

The brushless wonder



Clean Sharp – the brushless electrode cleaner-sharpener – helps make electrode tip cleaning easy, safe & quick

Sample preparation machines

2in1-TP



2in1-GP



3in1



With Metal Power's 2in1-TP, 2in1-GP & 3in1, sample preparation for spectrometers can be done within your own lab and under your own control.



Get real-time visualization as well as logs, statistics and infographics of analysis results and diagnostic data of your OES through cloud based Mobile and Web apps.



The world's largest database for metals, providing comprehensive information such as chemical composition, grade IDs (for all manner of standards), mechanical and physical properties.

CARE service programs designed to deliver

Metal Power understands that budgeting for spares and consumables not easily possible especially when prices are unknown and unpredictable. Our CARE service programs are designed to address this critical issue. Our programs are backed up by appropriate and “in-place” resources.

- 35+ in-house engineers spread across 17 locations.
- Team of dedicated and highly trained service engineers.
- Efficient call-logging system that is accessible to all customers via our phone lines, email or website.
- Direct service support and a PAN India toll free help line with a direct field-support team.

With our Care service programmes, you benefit from

Comprehensive service that takes care of all your needs

Attention from a strong team of experts and trained engineers

Reliability that comes from access to original spares and parts

Efficient service that keeps your business always up and running



“**Excellence** is an art won by training and
habituation. We do not act rightly because we have
virtue or excellence, but we rather have those
because we have **acted rightly**.
We are what we repeatedly do. Excellence, then,
is not an act but a **habit.**”

- Aristotle

Founded in 1987, Metal Power provides a comprehensive range of products, applications and services to meet the analytical needs of Production and Quality Control/Assurance Laboratories. Our product portfolio spans Laboratory (Stationary) as well as Mobile Optical/Atomic Emission Spectrometers (OES/AES) for metals analysis, Rotating Disc Electrode (RDE) Spectrometers for analysis of oil samples, Sample Preparation Machines for spectrometers as well as a wide range of accessories and allied instruments that help optimize the analytical outputs of our spectrometers.

Today the Company boasts over 35 years of experience in spectrometry and has a truly global presence, directly and indirectly supplying and servicing our customer base across 35+ countries spread over 6 continents.

True pioneers in the field of CCD- and CMOS-based Spectrometers, our product philosophy is driven by the focus on offering a range of models, each tailored to meet specific customer needs – both analytical and financial. As an outcome, we offer the world's widest range of spectrometers – with each offering positioned to be best-in-class in terms of features as well as on economic value.

Metal Power Analytical offers both Stationary (Laboratory) as well as Mobile OES for metals analysis. Our stationary spectrometer range spans from the R&D-grade **Metavision-10008X**, that delivers virtually every feature known in spectrometry, through the Laboratory-grade **Metavision-1008i³** and **Metavision-1008i**, to the entry-level **MOSS** – the world's smallest, most economical and first truly scalable OES. In mobile OES too, we offer different models, each with a choice of probes – Arc, Spark, UV and combined probe options – to meet every user need.

The **Metavision-RX** RDE-OES offers the very best option for customers that wish to analyze oil samples for contaminants, additives and/or wear metals. Including the option of Sulphur analysis, the instrument offers the widest elemental coverage, and leverages all our expertise in the field of CMOS/CCD detector-based optics to offer low detection limits with exceptional accuracy and precision.



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