

1970's



1980's



1990's



2000's



Rudolph today



**Maximize Your  
Up Time With A  
Preventative Maintenance  
Plan Designed For  
The Way You Work.**





- Preventative Maintenance
- Qualification and Validation Service
- Service Contracts
- Loaner Instruments
- Calibration Service
- Same Day Phone Support
- Priority Service

## Our Professional On-Site Service Exceeds Expectations

Dear Gary,

*It was a pleasure to meet you also. Thank you for the documents. They are just what we need. I was so impressed with you and your knowledge about the instrument and your professionalism. It has been many years since I have dealt with a Field Service Representative as professional, knowledgeable and personable as you are. The staff (guys) were very impressed and happy with the instrument and your help. I have also been very impressed with Rudolph, their responsiveness, honesty and professionalism. You represent the company well. Again, thank you very much.*

Sincerely,

*Vivian MacKenzie, Director of Laboratories  
Organic Consultants, Inc.*

## Maximize Up Time With A PM Plan

**Even though many manufacturers stop servicing their equipment after 10 years, Rudolph Research Analytical is still servicing instruments built in the 70's.**

Whether you have 1 instrument or 20 instruments... whether your instrument is from the 70's, 80's, 90's or a current generation product, Rudolph Research Analytical has a service contract, preventative maintenance plan, or one time service and calibration solution that fits your time frame and budget.

Whether it's same day phone support, a loaner instrument, next day field service, 3 working day in-house priority service, or special automation repair requirements, the Rudolph Customer Service Team has a solution to maximize your instrumentation uptime and keep your laboratory running smoothly.







Austin Pharma  
811 Paloma Drive  
Suite C  
Round Rock, Texas 78665  
Phone: 866-917-2617

Dear Kathy,

I just wanted to tell everyone at Rudolph Research what a pleasure it has been working with each of you. From the customer service down to the documents provided with the instrument, everything has been top-notch. The experience Rudolph has dealing with the pharmaceutical field really shows through. Peter Marriot was here on Tuesday and did a great job getting the instrument up and running exactly the way we wanted and took the time to answer any questions I had. He also went through the qualification documents page by page and explained each test performed.

Over the past couple of years setting up a new lab I have had to deal with quite a few manufacturers and this has been one of the best experiences I've had in ordering an instrument from getting the quote to getting it qualified. To be quite honest, a lot of experiences I've had been somewhat excruciating but I won't name names. After Gary Mathurin was here about this time last year to give a demo, I was already pretty sure Rudolph was the company to go with but now I'm certain we made the right choice.

Thank you all!  
Regards

Dale Smith  
QA/QC Manager  
Austin Pharma/Insys Therapeutics Inc.  
811 Paloma Dr. Suite C  
Round Rock, TX 78665



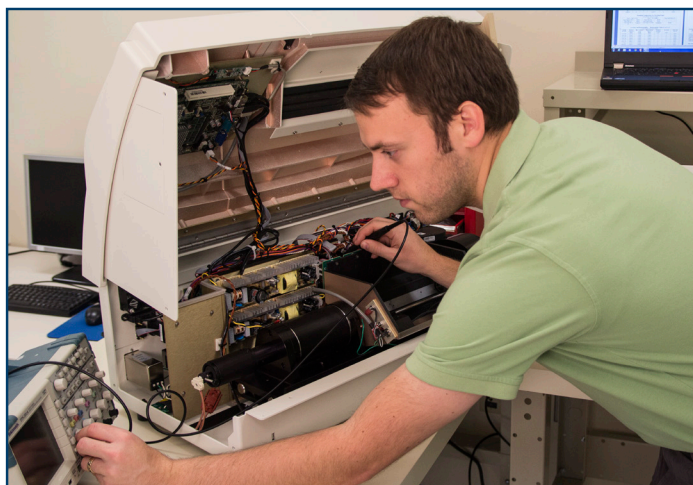
Today our Service Technicians have access to state of the art diagnostic tools and have a depth of knowledge that often lets them solve problems right over the phone. Our customers really appreciate the same day phone call by a real technical service person who wants to solve their problem.

**Contact us! A customer service representative is waiting to serve you!**

**Phone: 973-584-1558**

**E-mail: [service@rudolphresearch.com](mailto:service@rudolphresearch.com)**

**Fax: 973-584-5440**



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### **Industry Leading Comprehensive Warranty Protection**

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Rudolph's line of Instrumentation comes with the most comprehensive warranties in the Industry with warranty periods ranging from 1 to 3 years or longer. Rudolph's standard warranty covers defective materials, workmanship, software abnormalities and out of specification conditions on all instruments. Non Glass Polarimeter Cells come with Lifetime Warranties against accidental breakage while Refractometer Prisms and Polarimeter Polarizers also have Conditional Lifetime Warranties.

Why does Rudolph take such an aggressive position with its warranty coverage? Because we want to ensure that our customers are confident that their instruments are protected from the point the instrument comes out of the box until years later when it's sitting on the lab bench.

At Rudolph, Application Support is almost always free no matter whether your instrument is 2 years old or 20 years old. Most of our Technical experts have more than 20 years of experience and are dedicated to helping you with application issues and questions. Whether its day one or year 25, we will get you off to a great start and years of satisfaction with unmatched Application support for your instrument.

Rudolph's worldwide network of factory trained business partners are committed to superior technical service wherever your factory might be located.

Furthermore, Rudolph guarantees spare parts availability for 20 years from the date of shipment. You may keep your Rudolph instrument in your lab for as long as you like, knowing it is supported by Rudolph's 20 year service and support guarantee and that Rudolph is still repairing instruments manufactured in the 70's.

A wide range of warranty solutions are available with customized packages including longer warranty periods, loaner instruments, and special coverage options. Preventative maintenance and annual validation service can also be included.

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### **Still Protecting Your Investment After 30 Years**

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#### **THE RUDOLPH SERVICE PLEDGE:**

**EARNING YOUR LOYALTY EVERYDAY, THROUGH OUR COMMITMENT TO EXCEPTIONAL SERVICE AND ATTENTIVE CUSTOMER FOCUS.**

#### **THE RUDOLPH SERVICE PROMISE:**

**EVERY NEW INSTRUMENT PURCHASE IS BACKED BY OUR COMMITMENT TO A 20 YEAR SERVICE SUPPORT GUARANTEE AND THE KNOWLEDGE THAT RUDOLPH IS STILL REPAIRING PRODUCTS BUILT IN THE 1970's.**

## COST EFFECTIVE

### Situation:

*"We are a small lab with a 25 year old polarimeter that we don't use heavily, but when it is time to measure a sample, we need it working."*

### Standard Plan (S)

- Factory Service
- Multiple Instrument & Multiple Year Discount
- Labor included (some exclusions apply) and parts and accessories are discounted
- Calibration verification using NIST Traceable Standard

### Upgrade Options (S+)

- Loaner Instrument Option
- IQOQPQ Validation Service
- Priority Service

### Solution:

Choose our Yearly Priority Factory PM Plan. The instrument is shipped to Rudolph and in as little as 2-3 working days the instrument is shipped back to you. You can also choose a Standard Plus Plan (S+) to have a loaner instrument shipped to you while your unit is at Rudolph being serviced

## COMPLIANCE

### Situation:

*"We are a large pharma company and it is our policy to PM and validate our instruments every year. We want a field service engineer to come to our facility and leave completed IQOQPQ documentation"*

### Premium Plan

- Annual On-Site Service Visit
- Multiple Instrument & Multiple Year Discount
- Labor included (some exclusions apply) and parts and accessories are discounted
- Calibration verification using NIST Traceable Standard
- Loaner Instrument Option Discounted during term of agreement

### Upgrade Options

- IQOQPQ Validation Service
- Priority Service

### Solution:

A Yearly On-Site Preventative Maintenance Plan with Validation and Qualification service. A service engineer will visit your site with the customer's recently validated NIST Traceable Standard, perform the service and calibration, and answer any questions you may have. A completed IQOQPQ notebook with all necessary certificates is left with you.

## CONVENIENCE

### Situation:

*"Our company has 15 instruments spread across 5 factories and these instruments must be operational 24 hours a day, 7 days a week for 9 months out of the year."*

### Premium Plan (P)

- Annual On-Site Service Visit
- Multiple Instrument & Multiple Year Discount
- Labor included (some exclusions apply) and parts and accessories are discounted
- Calibration verification using NIST Traceable Standard
- Loaner Instrument Option Discounted during term of agreement

### Upgrade Options

- IQOQPQ Validation Service
- Priority Service

### Solution:

A Yearly On-Site Preventative Maintenance Plan with multiple instrument discounts. Each year a factory Engineer will visit your various factory locations to provide PM service and calibration to maximize instrument uptime.

## UPTIME

### Situation:

*"We are an automation customer and measure hundreds of samples a day. We have no back up solution and must be running 24/7."*

### Premium Plus Plan





- Multiple Instrument & Multiple Year Discount
- Annual On-Site Service Visit
- All Labor and parts included
- Accessories discounted
- Calibration verification using NIST Traceable Standard
- Loaner Instrument Included during term of agreement
- Priority Service

### Upgrade Options

- IQOQPQ Validation Service

### Solution:

An On-Site Service Contract with a Yearly Preventative Maintenance visit, which includes a loaner instrument in the event the problem cannot be solved in 48 hours.

Domestic Preventative Maintenance plans for Polarimeters, Refractometers, Density Meters and Automation Systems.	STANDARD PLAN 	STANDARD PLUS PLAN 	PREMIUM PLAN 	PREMIUM PLUS PLAN 
PREVENTIVE MAINTENANCE (PM) LOCATION	RUDOLPH SERVICE DEPARTMENT		CUSTOMER SITE	
SAME BUSINESS DAY PHONE SUPPORT	●	●	●	●
PM SERVICE PERFORMED ONCE PER YEAR	●	●	●	●
LABOR INCLUDED	●	●	●	●
PRIORITY SERVICE ( SEE PLAN DETAILS )	●	●	●	●
PHONE / EMAIL ( GUARANTEED 24 HOUR RESPONSE )	●	●	●	●
TRAVEL TIME INCLUDED			●	●
FLAT TRAVEL FEE LEVELS			●	
TRAVEL FEES INCLUDED			●	●
SERVICE VERIFICATION DOCUMENTATION	●	●	●	●
DISCOUNTED PARTS	●	●	●	
REPLACEMENT PARTS INCLUDED AT NO CHARGE				●
APPLICABLE SHIPPING CHARGES INCLUDED	●	●		●
DISCOUNTED ACCESSORIES	●	●	●	●
LOANER GROUND SHIPPING CHARGES INCLUDED		●		●
LOANER INSTRUMENT INCLUDED		●		●
LOANER INSTRUMENT OPTION AVAILABLE	●	●	●	●
IQOQPQ VALIDATION OPTION AVAILABLE	●	●	●	●
USER TRAINING OPTION AVAILABLE			●	●
MULTIPLE INSTRUMENT DISCOUNTS	●	●	●	●
3 YEAR DISCOUNTS	●	●	●	●