

Reliability Assurance™ Program



Protect → **Support** → **Refresh**

PROTECT YOUR INVESTMENT

PEACE-OF-MIND PERFORMANCE

WHITE GLOVE SUPPORT

Learn how AMETEK Programmable Power Support can train, install, protect, refresh and calibrate your valuable investment through its life.

Reliability Assurance™ Life Cycle Support Options

Peace of Mind is Just the Beginning

AMETEK offers a support service to protect your device through each stage of its life cycle. The offerings below provide a white glove solution to both ensure your product with no hassle shipping, faster turnaround time, and offers you the ability to keep your product running like-new for longer, and with less potential for downtime even in the toughest environments!



1.) AMETEK Warranty+

A low cost, white glove enhancement to your standard product warranty ensuring a no hassle, expedited experience in the event of a failure.

Advantages:

- 2-way expedited shipping covered
- Instant Upgrade to Field Service Visit for MX/RS and Sequoia/Tahoe Series
- Automatic 5-year warranty extension and free commissioning for Sequoia/Tahoe Series
- Field visits: 5-7 business day turnaround time
- Depot repairs: 15 business day turn around
- No cost repairs



2.) New Product Commissioning/ Training

When you purchase a large piece of new capital, it is important to ensure your users know how to operate it the day it is installed. With AMETEK commissioning, an AMETEK field support associate will come onsite, verify your installation, perform first startup functional testing, and take your users through a series of product trainings, including specific application support, to ensure you are ready to use your device on day 1.

Specific elements include:

- Installation verification and functional testing
- Basic User Training
- Specific Test Application Training as requested
- Day of Application Support



3.) AMETEK Calibration

From factory calibration to ANSI Z540-1 and ISO/IEC 17025 (*available in US Market Only*), AMETEK offers calibration to ensure your product remains as accurate as possible to your testing specifications.

Advantages:

- Factory performance calibration
- ANSI Z540-1 certified calibration
- ISO/IEC 17025 certificated calibration
- Performed at AMETEK's factory for required support



4.) AMETEK Upgrades/Trade-Ins

AMETEK offers an alternative to new product purchase, allowing your business to seamlessly replace legacy AMETEK or comparable power supplies. Any upgrade/trade-in will receive a discounted rate coupled with immediate Warranty+ coverage.

Advantages:

- Cost-effectiveness and enhanced performance
- Streamlined integration of upgraded product
- Industry-leading reliability
- Additional Warranty+ coverage



5.) AMETEK Prevention (PM)

A one-time preventative maintenance offering that protects your product's wearables. It also provides a complete product status report, bringing your product to a like-new state. This option is available to add up to 8 years of the product's age. Once the Preventative Maintenance is complete, a new 5-year warranty is automatically added for peace of mind.

Preventative Maintenance covers:

- Calibration and cleaning
- ECO/Firmware updates
- Replacements of fans, PowerFET, diodes, SCR, and input filter boards/capacitors

Advantages:

- Active intervention to extend life beyond warranty period
- Factory Performance Calibration
- All service travel and parts covered

Reliability Assurance™ Support Specifics

Reliability Assurance™ Coverage Options by Product

The chart below helps you understand the service and support offerings available by product type. Each offering is specific to your products needs and requirements. Once you have found your product and offering, contact your regional office using the contact information on the last page to receive a quote for your service!

Product Family	Warranty+	Prevention Maintenance	Calibration (Factory, ANSI Z540-1, and ISO/IEC 17025)	Commissioning/Training	Upgrades/Trade-ins	One-Time Repair
Asterion AC	✓	✓	✓	✓		✓
i/iX Series II	✓	✓	✓			✓
MX/RS/BPS	✓	✓	✓	✓	✓	✓
Sequoia/Tahoe	✓	✓	✓	✓	✓	✓
Asterion DC	✓	✓	✓	✓		✓
DCS 1K/1.2K/3K	✓	✓	✓			✓
DLM 600/3K-4K	✓	✓	✓			✓
HPX	Consult Factory					✓
i-BEAM	✓	✓	✓	✓		✓
SG/SGA/SGX/SFA	✓	✓	✓	✓	✓	✓
XG 850	✓	✓	✓			✓
PLA/PLW	✓	✓	✓	✓		✓
RFP	Consult Factory					✓
m-SAS/SAS/BSS	Consult Factory					✓
TerraSAS	Consult Factory					✓
Engineered Solutions	Consult Factory					✓
VTI Instruments			✓			✓

Note: Currently Reliability Assurance service contracts are available for United States market only.

AMETEK Programmable Power has decades of experience manufacturing power and test solutions for your critical production and test applications. These products are a critical part of our customers environment and AMETEK understands investment in technology requires planning and assurance of long-term support.

AMETEK offers a complete portfolio of services and support throughout the lifecycle of your product. This lifecycle is in the form of four phases to easily help you identify where your product currently stands, and the types of service and support you can receive. This also helps you identify when the right time to budget for a refresh of your technology based on the timing and guidelines at each stage of your current product's life.

Product Lifecycle Support Phases



Active Support Phase

All product services and repair capabilities are available to ensure your product runs at its best. This phase of the support includes the following options:

- Commissioning
- Training
- Full Repair Services
- Service Contracts
- Calibrations
- Preventative Maintenance Including ECO/
Firmware updates
- Short Term Service Rentals

1

End-of-Support Announcement

This is the second of two change announcements in your products' life cycle. The end-of-support announcement will occur 5 years from last customer shipment. This announcement is the formal notification that AMETEK spare parts, equipment, and factory capabilities will no longer be actively maintained or procured for use on product sustainment. After this point, services are limited and will eventually be terminated based on availability of parts, equipment, and factory capabilities. Contact AMETEK to discuss your next steps.

3

End-of-Sale Announcement

This is first of two change announcements in your products' life. This announcement begins the timeline for discussing long-term support for your product with AMETEK, and replacement strategies with new generations of AMETEK Programmable Power solutions product. With this announcement, your product moves to a 5-year support timeline called Limited Support.

2



Limited Time Support Phase

AMETEK defines Limited Support as the 5-year period from last time purchase. During this period, AMETEK recommends engaging your support team to create a long-term support agreement for your equipment, or begin budgeting upgrade or refresh. Support services continuing during this phase include:

- Commissioning
- Training
- Full Repair Services
- Service Contracts
- Calibrations
- Preventative Maintenance Including ECO/
Firmware updates
- Short Term Service Rentals



End of Support Phase

This final phase of product support is limited to availability of spare parts, equipment, and factory capabilities. During this period, customers can request support, but AMETEK may not be able to repair or service your equipment. Services in this phase include:

- Repairs limited by spare parts, equipment, and factory capabilities
- Calibrations based on test equipment availability

The chart below will help you understand where your product is in its lifecycle. If the product is at the end-of-sale or end-of-support stage of its lifecycle, AMETEK Programmable Power can provide options for replacements and/or upgrades.

	ACTIVELY SUPPORTED	END-OF-SALE "YEAR OF" ANNOUNCEMENT	REPLACEMENT PRODUCT	END OF SUPPORT - 5 YEARS POST END OF SALE
Laboratory and Benchtop DC Power Supplies				
HPD Series - 300 Watt Near Linear High Power Density Benchtop and 1/4 Rack Supplies	X	2021	XPF Series	
MFP Fixed Output Militarized Power Supplies	X			
XBT Series - 222 Watt Triple Output Linear Benchtop Supplies	X	2020	XDL Series	
XDL Series - 105 to 242 Watt Digitally Controlled Precision Linear Benchtop Supplies	X			
XEL Series - 48 to 180 Watt Compact Linear Benchtop Supplies	X			
XHR Series - 1000 Watt Compact Benchtop and 1/2 Rack System Supply	X	2021	DCS 1kW or Asterion DC	
XPD Series - 500 Watt High Power Density Benchtop and 1/4 Rack System Supply	X	2021	DLM 600	
XPF Series - 360 to 840Watt PowerFlex Single or Dual Output DC Benchtop Supplies	X			
XPH Series - 175 to 420 Watt Compact High Power Benchtop Supplies	X			
XPL Series - 30 to 125 Watt Compact Linear Benchtop Supplies	X			
XT Series - 60 Watt Linear Benchtop and 1/4 Rack System Supply	X	2021	XEL Series	
Rackmount DC 600W to 5 KW				
Asterion DC Series - 1700 W, 3400 W, and 5000 W 1U Full Rack System Supply	X			
Asterion DC ASA Series - 1800 W, 1U 3-Channel Supply	X			
Asterion DC ASM Series - 5100 W, 1U 3-Channel Supply	X			
DCS 1 & 1.2kW Series - 1000 & 1200 Watt Rackmount 1 U Full Rack System Supply	X			
DCS 3 kW Series - 3000 Watt Rackmount 2 U Full Rack System Supply	X			
DLM 3 kW & 4 kW Series - 3000 and 4000 Watt 2 U Rack Mount System Supply with PFC	X			
DLM 600 W Series - 600 Watt Near Linear Benchtop and 1 U 1/2 Rack System Supply	X			
LHP 1kW Series		2007	XG Series	X
PD Series Power Supply - 15W to 1200W	X			
XFR 1.2 kW Series - 1200 Watt Rackmount 1 U Full Rack System Supply		2014	DCS/XG Series	
XFR 2.8 kW Series - 2800 Watt Rackmount 2 U Full Rack System Supply	X			
XG 1500 W & 1700 W Series - 1500 / 1700 Watt 1 U Full Rack System Supply	X			
XG 850 W Series - 850 Watt 1 U 1/2 Rack System Supply	X			
High Power DC				
ARGANTIX KDC & XDS Series		2011	SGX Series	X
HPX Series - High Power DC Rack Systems	X			
i-BEAM Series - Bidirectional, Regenerative DC Power Systems	X			
POWER TEN P63 and P66 Series		2011	SGX Series	X
Sorensen DHP Series		2011	SGX Series	X
Sorensen ASD FLX Series (10kW - 320kW)	X			
Sorensen ASD Series (10kW - 320kW)	X			
Sorensen SGe & SGI Series (10V - 1000V)	X	2022	SGA & SGX Series	X
Sorensen SGA, SFA, & SGX Series (10V - 1000V)	X			
XMP Multi-output Power System		2009	N/A	X
Sorensen Electronic Loads				
PLA - 800W to 7.5kW Air Cooled Electronic Load	X			
PLW - 6kW to 36kW Water Cooled Electronic Load	X			
Elgar AC				
ContinuousWave (CW) Series	X	2018	Asterion AC Series	
Global UPS / GUPS (1920W)	X			
SmartWave (SW) Series (includes SWAE Series)		2012	Asterion AC Series	X
TrueWave (TW) Series		2014	Asterion AC Series	X
XWAVE High Power AC Source / Frequency Converter		2013	BPS Series	X
California Instruments AC				
Asterion ASC "AC Only" Models	X			
Asterion AC Series - High Performance AC Power Sources (500VA - 36,000VA)	X			
BPS/MX/RS High Power AC Sources (15kVA - 1MVA)	X	2023	Sequoia/Tahoe Series	
CS Series - AC Current Sources (3kVA - 18kVA)	X	2022	N/A	X
CSW - California Instruments SmartWave Series (5.5kVA - 33.3kVA)	X	2023	Asterion AC Series	X
CTS Series - IEC Compliance Test Systems	X			
EC Series		2011	N/A	X
FCS Series - AC Power Source Series I		2011	Sequoia/Tahoe Series	X
FCS Series II - AC Power Sources		2014	Sequoia/Tahoe Series	X
FX Series - AC Voltage and Current Sources		2014	N/A	X
i, iM, and iX Series II - AC Power Sources (3,000VA - 15,000VA)	X			
LD Series - AC Load		2022	N/A	X
Low Power Compact i and iX Series - AC Power Sources		2016	Asterion AC Series	X
L-Series - AC Power Sources		2014	Asterion AC Series	X
LS Series / LX Series - AC Power Sources (3kVA - 18kVA)	X	2023	Asterion AC Series	X
OMNI - Output Matching Network Impedance				
P Series - AC Power Sources			Asterion AC Series	X
RP Series - AC Power Sources		2014	Asterion AC Series	X
Sequoia/Tahoe Series - High Power AC Sources (15kVA - 1.08MVA)	X			
TL Series - Linear AC Power Sources		2014	Asterion AC Series	?
Modular Power Supply Systems				
ReFlex Power - RFP Modular Power Supply System - AC / DC / Loads / Controller	X			
Systems				
m-SAS/ETS - 60/ 80/150 VDC Standalone Power Supplies / Leader Racks	X			
ETS - 600 & 1000 VDC Standalone Power Supplies / Leader & Follower Racks	X			
SAS/FPSS		2023	SAS/ASPS	
SAS/ASPS	X			
BSS	X			

Worldwide Service & Support

Reliability Assurance™ Service & Support Locations

Learn about your repair service and support options at www.programmablepower.com/service-and-support



▶ North America

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