



## ***GC Racer Peak Performance Program*** For High Throughput GC Laboratories

K'(Prime) Technologies is pleased to offer its customers the new ***GC Racer Peak Performance Program*** aimed at keeping even the busiest labs running smoothly with high sample throughput GC.

K'(Prime) Technologies' fast GC products, like the GC Racer, have been widely recognized for bringing cost-effective, simple and reliable Fast GC to laboratories. Both the GC Chaser and the GC Racer fit seamlessly into GC laboratory operations and they require no operator training.

Let's face it, everything breaks sooner or later. However, we have found that high throughput laboratories that push the GC Racer to the limit have experienced heater failures more often than we would like. We don't like it even when the heater fails after the warranty period. Therefore, we have devised this program so that even our most demanding applications can enjoy uninterrupted peak performance. **The general idea is to rotate a second heater into service every six months while the first heater is refurbished and returned to the laboratories to act as an emergency spare/replacement.**

The GC Racer Peak Performance Program provides the customer with a second heater and follows up with scheduled heater exchanges every 6 months for a 1 year period. The user simply swaps heaters according to the schedule and sends them back for inspection and rebuild. At a minimum **the heating elements are replaced**. In addition, the unit is inspected, tested and **any problems are corrected** and the heater is returned to the customer. Because the heater is refurbished every 6 months it is highly unlikely to fail. Our customers will benefit from uninterrupted peak performance at a fixed cost that can be budgeted and forecast.



### How does the program work?

1. Customer enrolls the Serial Number of the GC Racer and heater into the program. The program ordering Part Number is 10080901 at a cost of \$850.
2. K'(Prime) ships a spare heater and the one year exchange period begins (for example May 01).
3. Customer swaps the spare heater and sends back the current heater to K'(Prime).
4. K'(Prime) rebuilds and returns the heater (typical turnaround is two weeks).
5. After being rebuilt, the returned heater is kept at the laboratory as an emergency spare/replacement.
6. Six months later, the process repeats (for example May 01 then Oct 01).
7. If there is a malfunction of the heater before the scheduled maintenance period (6 months), NO PROBLEM. Simply use the spare/replacement heater and return the malfunctioning heater to K'(Prime) for repair. If we cannot repair it, we will ship out a new heater.
8. The customer is responsible for the shipping cost to us, and K'(Prime) is responsible for the return shipping.
9. After the first year of the program, the renewal for the "**GC Racer Peak Performance Program**" is only \$510.00 per unit.

The initial cost of the program is the same as a replacement heater. The renewal is, however, less than the cost of a replacement heater!

#### Conditions:

- Peak Performance Program is linked to a specific GC Racer.
- Damage to heaters as a result of misuse is not covered in the program.