



# Total Customer Care Program

*There is no up-front cost for joining and no penalty for cancelling.*

Operating and maintaining process heating equipment is a serious undertaking. Safety, reliability, periodic maintenance, and ever changing codes, standards, and process needs challenge even the most experienced facility managers. The good news is that Sigma Thermal offers complete support for all of your operations and maintenance needs. Whether it be service, technical support,

training, parts, upgrades, or retrofits, you can rest easy knowing that you are being supported by the most qualified experts in our industry.

The best way for you to ensure your system stays in top shape at all times is to join the Sigma Thermal Total Customer Care Program. There is no up-front cost for joining and no penalty for cancelling.

## Program Members Receive:

- Fixed service rates for 3 years from the date of your first annual service visit
- 5% discount on all spare parts from the date of your first annual service visit
- Access to priority customer service line with 24/hour on-call phone support
- Access to a growing video library of helpful how- to videos on common maintenance tasks and service issues
- Priority scheduling for annual service visits

## Annual Visits Include:

- Comprehensive system inspection to identify areas of concern
- Thermal image scanning of heater and any exhaust or other ductwork to identify potential hot spots or insulation degradation
- Verification of safety and limit devices for proper operation
- Burner tuning for optimum efficiency and lowest potential emissions
- Control loop optimization for improved process temperature control
- Thermal fluid sampling and post-sampling logging/analysis for thermal oil systems
- Onsite training for operators and maintenance personnel
- Critical spare parts for inventory and evaluation
- Assessment and assistance in reviewing upgrade, expansion, or retrofit plans



# Member Participation:

- To be a part of our Total Customer Care Program, simply fill out, sign, and return this form to Sigma Thermal
- A Sigma Thermal representative will be in touch with you to schedule your first annual inspection\*
- The fixed service rates and parts discounts expire if you fail to schedule an annual service visit within at least 13 months of your last annual service visit
- There is no fee for participation in or cancellation of this program
- Parts and Service Purchase: formal purchase orders are required for any part orders or service visits. All purchases are subject to then-current pricing with the Total Customer Care Program discounts applied. Purchases are subject to Sigma Thermal's standard terms and condition of sale

\* Sigma Thermal will send you an estimate for your annual service visit prior to confirmation

## Application Form

Company Name\*

First Name\*  Last Name\*

Street Address\*

City\*  State/Region\*  Postal Code\*

Email\*  Phone Number\*

Anticipated Date of 1st Annual Service Visit\*

You can submit This Application by one of the methods below:

**Email:**  
customerservice@sigmathermal.com

**Fax:**  
(678) 254-1762

**Mail:**  
Sigma Thermal  
Attn: Total Customer Care Program  
4875 Deen Road, Marietta, GA 30066