



**EcoChem
Analytics**

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EcoChem Analytics Lightning Protection Special Support

Here in Gulf Coast Texas many our customers experience lightning strikes at their plants. Usually manageable, but frequently causing down time of important systems that affect operations.

As you know, EcoChem Analytics provides extremely reliable Continuous Emission Monitoring Systems (CEMS) and we take all reasonable precautions to avoid lightning induced problems with our CEMS. Indeed, our CEMS are more protected than any other vendor can offer.

However, since we all know it is not possible to protect against all lightning induced problems, we offer a special program to alleviate the consequences of such problems.

As noted in the severe storms of May 9,2019 several of our Gulf Coast area customers suffered outages that all of our efforts failed to prevent. We are 100% local and have the staff ready at a moment's notice to respond quickly to any such emergency.

In each case we had qualified staff on site within 12 hours of notification and the problems quickly resolved. We of course had to charge for any needed repair part-- but there was NO charge for the emergency service visit. That was with a maintenance contract or not.

It is our intention to continue such policy as an extra reason why our customers such expect such a high level of localized support.

OUR PROMISE

If your EcoChem provided CEMS is put out of commission by a lightning strike, we will—once notified—have a qualified service engineer at your site within 12 hours and have you back on line as soon as possible. You will not be billed for service time, only the cost of required parts.

That's is our promise.