



## EasyTube™ 101 product specific First Nano Services

**Design Reviews (standard)** – During system development and prior to construction, First Nano works with your engineers and safety personnel on the design to assure that the system meets process requirements, facility layout, services, and all applicable fire and safety codes in effect when installed at your facility.

**Pre-Shipment Inspection (standard)** – Customer visits during construction are encouraged. Prior to shipment we invite customers to our facility to view a complete final checkout of the system, receive operational training, and show the ability of the system to meet the specifications mentioned herein. First Nano provides two (2) sets of all gas and electrical schematics along with system operations, Bill of Materials, recommended spare parts, assembly drawings, component manuals and maintenance manuals as part of the system.

**Factory Training on System Start-Up, Operation and Maintenance (standard)** – First Nano provides factory training on system start-up, Operation and Maintenance. First Nano covers the cost for one (1) person - includes meals and hotel for 3 nights, 4 days for one person as a standard service. Travel to and from our factory is not covered by First Nano. Training for additional persons is available as an option. During this training we review and explain all system connections for maximum system performance. We perform a final system check, leak testing, safety inspection, etc. We provide operating, software, supervisory and maintenance training covering safety, process theory and problem diagnosing to your personnel. During training, we provide actual operating assistance and demonstrate that the system can meet all specifications.

**On-Site System Start-up (optional)** – First Nano will supply a field service engineer to assist in system start-up at your facility at an additional charge. He will review all system connections to ensure they meet the requirements for maximum system performance. He performs a final system check, leak testing, safety inspection, etc. We ask that all gas, electrical, exhaust, water service connections, etc. be completed before arrival of our field service engineer. Following installation, we provide *limited* operating, supervisory and maintenance training covering safety, process theory and problem diagnosing to your personnel. During training, we provide actual operating assistance and demonstrate that the system meets all specifications.

**Support (standard)** – The system can be connected to the internet to allow for system control, diagnosing of system problems, helping with writing process recipes, and software modifications or updates by First Nano. Our field service engineers are available at all times to assure a fast response to system problems. We provide full support before, during, and after delivery of your system at no charge for the first 12 month after shipment.