

SERVICE LEVELS AND TURNAROUND TIMES

What Northlight sites can expect, in business days.

Every service line, its standard and priority turnaround, the daily cutoff, and the moment the clock starts. Northlight sites hold Atlas Care Plus, so the priority column applies by default.

Version 1.0

Effective October 1, 2026

Cutoffs in Eastern Time

Service center: Tampa, FL, Dock B

SERVICE	STANDARD	PRIORITY	CUTOFF	WHAT STARTS THE CLOCK
Calibration Any Meridian unit, certificate to portal	3 business days	2 business days	2:00 pm ET	Unit received and checked in at the Tampa service center, Dock B
Repair, tier 1 Probe, cable, dial, or cover swap	5 business days	2 business days	2:00 pm ET	Unit received and ticket confirmed by the service desk
Repair, tier 2 Column, stage, or panel swap	8 business days	4 business days	2:00 pm ET	Unit received and diagnostic approved in the portal
Repair, tier 3 Full rebuild and recalibration	15 business days	8 business days	12:00 pm ET	Written quote approved by the partner
Replacement parts Stocked accessories and spares	Same day	Same day	1:00 pm ET	Order confirmed in the portal. Non-stock parts ship in 3 business days
Custom configuration Custom probes, plates, or logging	10 business days	5 business days	12:00 pm ET	Configuration sheet signed by the partner and Apex operations
On-site training \$650 per day, yearly on Care Plus	Within 10 business days	Within 5 business days	5:00 pm ET	Training request logged with a preferred date and site

HOW TO REQUEST PRIORITY

Three ways to move a job to the priority lane

Priority turnaround is included for Atlas Care Plus sites on every service line. Atlas Care and pay-as-you-go accounts can add priority to any single job for 35% on the service line, quoted before work starts.

- Portal:** open the ticket, tick Priority, and add the reason. The service desk confirms within 2 business hours.
- Phone:** call (555) 010-0100, press 1, and say the ticket number. Ask for a priority confirmation by email.
- Account manager:** for multi-unit or multi-site jobs, your account manager can batch priority across tickets on one approval.

BUSINESS DAYS

Mon to Fri, ET

Business days exclude weekends and the Apex holiday schedule on this sheet. A job checked in after the cutoff starts the next business day.

LOANERS

Shipped on day one

Northlight sites hold Atlas Care Plus, so a loaner ships the day a repair ticket is confirmed.

SHIPPING BACK

Not counted

Turnaround ends when the unit leaves Dock B. Ground transit adds 1 to 4 business days depending on the site.

HOLIDAY SCHEDULE, Q4 2026

Days the clock pauses

DATE (2026)	OBSERVANCE	SERVICE CENTER	EFFECT ON TURNAROUND
Mon, Oct 12	Columbus Day	OPEN	None. Some carriers run reduced pickups.
Wed, Nov 11	Veterans Day	OPEN	None. Ground carriers may add one transit day.
Thu, Nov 26	Thanksgiving	CLOSED	Not a business day. Clocks pause.
Fri, Nov 27	Day after Thanksgiving	CLOSED	Not a business day. Clocks pause.
Thu, Dec 24	Christmas Eve	CLOSES 12:00 PM	Cutoffs move to 11:00 am ET. Counts as a business day.
Fri, Dec 25	Christmas Day	CLOSED	Not a business day. Clocks pause.
Thu, Dec 31	New Year's Eve	CLOSES 12:00 PM	Cutoffs move to 11:00 am ET. Counts as a business day.
Fri, Jan 1, 2027	New Year's Day	CLOSED	Not a business day. Clocks pause.

SHIPPING CUTOFFS

When a unit leaves Dock B

METHOD	CUTOFF (ET)	TYPICAL TRANSIT
Ground	3:00 pm	1 to 4 business days
Two-day	2:00 pm	2 business days
Next-day	1:00 pm	Next business day
Saturday delivery	Fri, 11:00 am	By request, next-day rate plus carrier fee
Loaner dispatch	2:00 pm	Next-day, prepaid both ways

Cutoffs apply to units and parts checked in and labeled by the time shown. On half days the cutoff moves to 11:00 am ET for every method.

ESCALATION CONTACTS

Who to call when a job passes its date

LEVEL 1 • FIRST CALL Service desk Support line	(555) 010-0100, press 1 support@apexinstruments.example Response within 2 business hours	LEVEL 2 • SAME DAY Avery Kellen Customer Success Lead	(555) 010-0102 avery.kellen@apexinstruments.example Any ticket past its cutoff by one day
LEVEL 3 • NEXT DAY Morgan Reyes Operations Lead	(555) 010-0103 morgan.reyes@apexinstruments.example Multi-unit delays or parts holds	LEVEL 4 • EXECUTIVE Dana Whitfield COO	(555) 010-0104 dana.whitfield@apexinstruments.example Site-wide outages or repeat misses

REVISION HISTORY v1.0, effective October 1, 2026. First issue on the Evergreen template, co-branded for Northlight Group.	PREPARED BY Morgan Reyes, Operations Lead. Reviewed by Avery Kellen, Customer Success Lead.	NEXT REVIEW January 4, 2027, or sooner if a service line or holiday changes. Current version always lives in the portal.
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