

SERVICE LEVELS AND TURNAROUND TIMES

Turnaround by service line, in business days.

Standard and priority turnaround, the daily cutoff, and what starts the clock. Priority is included for Atlas Care Plus sites.

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.

ESCALATION CONTACTS

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.

PREPARED BY

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NEXT REVIEW

January 4, 2027, or sooner if a service line or holiday changes. Current version always lives in the portal.