

Remote plan

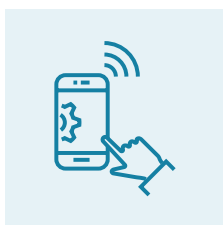


Reliable, expert remote support for any budget

The Remote plan gives you access to telephone and online support, StatusScope® Remote Monitoring Service and innovative augmented reality (AR) powered technology – Visual Assist to help identify and solve problems faster and with more confidence.



Maximum
uptime



Enhanced
experience



Peace of
mind

What's included

- Workflow phone and online support
- Visual Assist support
- 10% parts discount on parts used for remedial repairs
- Prioritized onsite response for remedial repairs, scheduled as a priority over customer repair calls without a service plan**
- StatusScope Remote Monitoring for your compatible instrument*

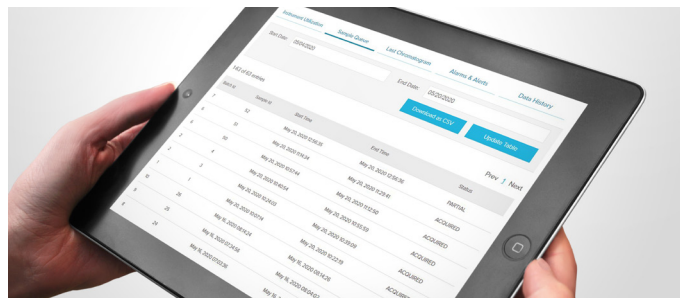
Plan benefits only apply to instruments under service contract



SCIEX Now™ Visual Assist

An AR powered
technology for faster
and better support.

- Enables visualized support from a SCIEX Technical Assist Center (TAC) specialist via the camera of your mobile phone
- Capabilities include real-time zoom in/out, annotation, photo and video capture, and diagram sharing.
- Visualizing your instrument remotely enables better diagnosis of the issue and increases the likelihood of a remote fix or a first visit repair if needed
- Camera access must be authorized by you for each connection



SCIEX Now Technical Assist Center (TAC)

The Remote plan gives you access to the SCIEX Now TAC team of online technical specialists that can help answer your questions and solve issues remotely.

StatusScope Remote Monitoring

A remote monitoring solution for real-time instrument monitoring on the critical parameters of both your research instruments and assays.

Find out more or request a quote sciex.com/service

Enhance your workflow support with additional SCIEX support



Optional add-ons

We offer optional service add-ons that allow customization to your needs.

- Planned maintenance
- Priority response time (24 hour or 48 hour response)
- Additional instrument OQ/PQ services for GxP labs

SCIEX software support plans

Help reduce downtime, increase productivity, and lower the total cost of software ownership with a plan that provides software upgrades and comprehensive support. For more information on available plans visit:

sciex.com/software-support

SCIEX University™ training

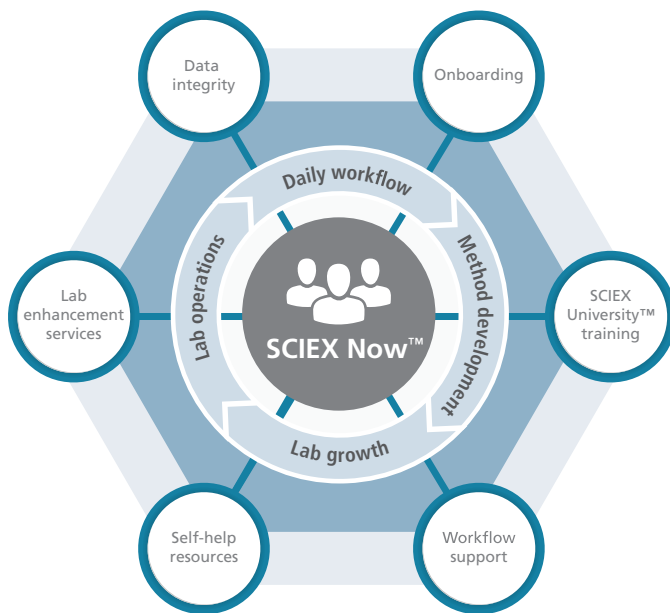
Help increase the effectiveness of your laboratory personnel with SCIEX University training courses.

- Hands-on instrument training at site
- Customized applications trainings at site
- Various topics at SCIEX training centers
- Virtual trainings online

SCIEX Now™ Support Network

The destination for all your support needs

Visit sciex.com/support for more information about SCIEX Now



*See sciex.com/statusscope for list of compatible instruments

**Location restrictions apply. Contact your local service representative for guaranteed response times in your location.

The SCIEX clinical diagnostic portfolio is For In Vitro Diagnostic Use. Rx Only. Product(s) not available in all countries.

For information on availability, please contact your local sales representative or refer to <https://sciex.com/diagnostics>.

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