



Assurance plan

The SCIEX Assurance plan is your full coverage instrument maintenance and repair plan, designed to maximize productivity in your lab.

What's included:

- Instant workflow phone support during normal business hours
- Onsite workflow support
- Access to SCIEX Now Online 24/7
- On-site response within 2 business days for remedial repairs*
- Original equipment manufacturer (OEM) parts, labor and travel required for remedial repairs
- Up to 2 planned maintenance (PM) visits including PM kits, per contract year
- Fixed priced services discount up to 25%
- SCIEX Now Learning Hub and knowledge base premium access
- StatusScope remote monitoring service on compatible models**

Learn more at sciex.com/services or contact your local service representative.

* Location restrictions apply. Contact your local service and support representative for details.

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

*** Only available in certain regions

Benefits for your lab



Maximum uptime

Next-day delivery of parts and fastresponse times



Top performance

Unlimited access to SCIEX approved parts for repairs



Budget adherence

Fixed annual fee that helps you balance your total cost of instrument ownership [excludes consumables]

Optional add-ons:

- Next-business-day on-site response
- Instrument OQ/PQ services for GxP labs
- On-site application support, training and method development
- Service consumables coverage***
- Software support plans
- LC Assurance plan for system support

SCIEX global support: dedicated quality of delivery



Feature	Assurance	Maintenance	Remote	Software Plus
On-site workflow support and troubleshooting	•			
Instant workflow phone and online support (during normal business hours)	•	•	•	
Guaranteed on-site response time for repairs	2 business days	3 business days	Prioritized	
Planned maintenance	•	•		
OEM parts used for repair	Full coverage	10% discount	10% discount	
Labor	Full coverage	10% discount		
Travel	Full coverage	10% discount		
Data acquisition workstation	•			
StatusScope remote monitoring service	•	•	•	
Software phone and online support				Prioritized for starter pack only
Software upgrades				Starter pack only
Software updates				Starter pack only
Discounted fixed price services	•			Validation service only
SCIEX Now Learning Hub	Premium content	Basic access	Basic access	Premium content
Knowledge base content online	Premium content			Premium content
Discounted rates on selected software licences and related software services				•

SCIEX Now support network

The destination for all your support needs

Visit [sciex.com/support](https://www.sciex.com/support) for more information about SCIEX Now or to register, for a support plan.

