

# 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\*\*

## Benefits for your lab



### Maximum uptime

Next-day delivery of parts and fast response 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

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

\*\* See [sciex.com/statusscope](https://sciex.com/statusscope) for a list of compatible instruments.

Learn more at [sciex.com/services](https://sciex.com/services) or contact your local service representative.

# SCIEX global support: dedicated quality of delivery

## Immediate support

As a contract or warranty customer you receive workflow support is a phone call or a click away. Our tiered support system ensures immediate assistance where possible, or a scheduled on-site evaluation by a certified service engineer.

## Our expertise

In addition to our core technical experts, our product platform specialists are available when and if you need their support.

## Planned maintenance visits

Planned maintenance visits include any parts necessary to complete the maintenance of your system. Every visit includes a comprehensive system review.

## Customer focused

Our professionals work proactively to enhance your workflows, system performance and productivity. Whatever your challenge, the SCIEX support team is here to help you quickly and confidently achieve your scientific goals.

## Customer commitment

Our comprehensive escalation process gives you the assurance that any issues will be quickly and completely resolved. SCIEX Support is here to help you succeed.

All parts supplied are sourced from OEMs and are approved to SCIEX specifications. Our regional support centers enable us to deliver a part to you within 24 hours.

## SCIEX Now Support Network

### The destination for all your support needs

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



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 [www.sciex.com/diagnostics](https://www.sciex.com/diagnostics). All other products are For Research Use Only. Not for use in Diagnostic Procedures. Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd. or their respective owners in the United States and/or certain other countries (see [www.sciex.com/trademarks](https://www.sciex.com/trademarks)).

© 2021 DH Tech. Dev. Pte. Ltd.

RUO-MKT-07-4939-F 07/2021