



Predictable uptime starts with a predictable service strategy

5 reasons why mass spectrometry labs are moving beyond reactive service.

01

Unplanned downtime is expensive

Downtime impacts more than your schedule.

When a mass spectrometer goes offline, labs face:

- Delayed batch release
- Backlogged samples
- Missed client deadlines
- Increased pressure on teams

Even a few days of disruption can impact throughput and revenue.

2x

Mass spectrometers without a service contract typically experience case-resolution times that are twice as long as those with coverage.

02

Budgets prefer predictability

Reactive spend creates budget volatility.

Time and material service means:

- Unplanned invoices
- Emergency reallocations
- Uncertain annual forecasting

Fixed-price plans convert variable repair costs into predictable operational investment.

\$600

Feedback has shown unexpected instrument downtime costs CROs an average of ~\$600 per hour.

03

Preventive maintenance reduces risk

Proactive care minimizes unplanned emergency events.

Structured preventive maintenance helps maintain:

- Sensitivity
- Mass accuracy
- System robustness
- Long-term instrument health

Reducing unplanned failures supports consistent laboratory performance.

18%

Mass spec systems maintained under a service plan show up to 18% higher productivity than instruments without scheduled service.

Stay fully operational with comprehensive service plans to suit your lab's needs.

Connect with a SCIEX service solutions expert to learn more about your options:
www.sciex.com/beyond-break-fix



04

In regulated environments, maintaining a compliant state matters

A proactive service strategy keeps the instrument in a continuously compliant state.

Proactive service plans support:

- Planned hardware qualifications
- Defined post-repair qualifications
- Maintaining the validated state of software after software upgrades, hardware and software failures
- Use of traceable OEM parts to support acceptance testing
- Audit-ready documented records

Unplanned downtime, undocumented fixes or lack of root cause analyses to failures can escalate in audit observations. A GxP aligned service plan provides qualified, compliance aware and documented support reducing the risk of data integrity issues or difficult audit explanations.

05

Long-term cost exposure adds up

Multi-year stability often reduces total exposure.

Over the years, many labs discover:

- Escalating reactive costs
- Increased downtime risk
- Greater operational strain

Fixed plans stabilize service investment and reduce cumulative volatility.

x2

Two emergency service visits can approach, or even exceed, the cost of annual service coverage.