



Parts plan






Congratulations on purchasing a new SCIEX LC-MS system! The SCIEX Parts plan is designed to get you up and running when you need it.

The Parts plan from SCIEX provides laboratories with optimal instrument performance and helps ensure the availability of your critical systems. Available for both your mass spectrometry and HPLC systems, the Parts plan is ideal for laboratories that depend on their instruments and need maximum workflow uptime, but also need to balance their repair and maintenance budgets.

What's included:

- Guaranteed on-site response within 3 business days*
- One or more annual planned maintenance visits
- Maintenance kit and all labor, travel and accommodation costs for the planned maintenance
- Genuine SCIEX approved parts, including all vacuum pumps and detectors
- Priority support from our certified field service engineers on site, by phone or via email
- Phone and email access to application technical support
- Online, and over the phone workflow support from our most experienced, certified engineers
- SCIEX Now Visual Assist support

Benefits for your lab:

	Maximizes your workflows and instrument productivity
	Helps ensure your instrument is performing according to SCIEX specifications
	No hidden costs or additional charges for spare parts to help manage your budget effectively
	Using genuine SCIEX approved parts reduces the need for replacements
	Our certified field service engineers help you to get the most out of your system

Plan benefits only apply to covered instrument

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

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



SCIEX global support: dedicated quality of delivery



Commitment to you

As a valued customer, we will provide you with an advanced level of support with a single call, or we will schedule an on-site evaluation by a SCIEX-certified field service engineer.

Proactive thinking

All of our field service engineers follow a 4-step training program and are certified (and re-certified every 2 years) on SCIEX products as well as all major HPLC systems. Our certified field service engineers also work proactively to enhance your workflows, system performance and productivity to help you get the very most out of your investment.

Preventative planned maintenance visits

Maintenance visits are planned well in advance in coordination with your schedule. Every planned maintenance visit includes a comprehensive system review ensuring that your instrument(s) comply with SCIEX manufacturer specifications. Every system review is documented and a copy of the report is provided to you.

Escalation

In the unlikely event our SCIEX-certified field service engineer is unable to resolve an issue on-site within a defined time frame, our comprehensive escalation process will be initiated and a team of specialists will assist to help ensure that any issues are resolved satisfactorily.

Next-day parts delivery

All parts supplied are genuine SCIEX-approved parts and meet our manufacturer specifications. Your regional support center can deliver a part to you, on-site, with next-day delivery.

Optional add-ons:

- SCIEX service plans include Agilent, Shimadzu and CTC/Leap HPLC instruments
- Additional planned maintenance visits as required
- Qualification services available for your instrument, software and HPLC system
- Access to StatusScope remote monitoring service on compatible models**
- On-site application consulting and method development to enhance your workflow
- Guaranteed on-site response within 1 or 2 business days

The SCIEX Now support network is the destination for all your support needs.

Visit sciex.com/support for more information about SCIEX Now or to register for a support plan.



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		SCIEX Triple Quad, QTRAP and QTOF systems
Parts	Infusion pump	•
	Detector (CEM-MCP)	•
	Ion path	•
	Ion sources	•
	Vacuum pumps	•
	Vacuum (valves, O-rings, filter, hoses)	•
	Electronic boards	•
	CCD camera	•
System review	Inspection of the instrument	•
	System software maintenance of product control and data collection computer	•
	Run systems diagnostics where applicable	•
	Verify latest updates are installed	•
	Disassembling, cleaning, lubricating, reassembling and aligning of relevant mechanic parts	•
	Cleaning of sources	•
	Changing seals, O-rings, tubings, oil and other wearable parts included in PM kit	•
	Testing of functional units (e.g., voltages, temperature, flow, light intensity, pressure, vacuum)	•
	Verification of performance characteristics compared to SCIEX published specifications	•
	Documentation of maintenance tasks, results and findings supporting your quality system	•