



Peace of mind built into your service plan

Designed to minimize surprises and maximize control

Unexpected repairs don't have to disrupt your plans or your budget. **The SCIEX Support plan** is a smart, mid-tier service plan that gives you confidence when repairs happen, combining fast response, full coverage for your first repair, and clear cost control thereafter.



Why choose the SCIEX Support plan?

Coverage beyond basic fixed price services—without stepping up to a [SCIEX Assurance plan](#).



Confidence when it matters most

Your first repair is fully covered, helping you move forward without hesitation when issues arise.



Predictable costs, fewer surprises

Clear service structure helps you stay in control of spend and avoid unexpected repair costs.



Better value than one-off repairs

A single major repair can exceed the cost of a service plan—the Support plan delivers protection when you need it most.

What's included:

- ✓ Clear coverage
- ✓ Smarter control
- ✓ Built for real lab needs



- ✓ **Guaranteed* 2 business day onsite response**
for remedial repairs
- ✓ **1 planned maintenance visit** per contract year
- ✓ **1 SCIEX service repair (SSR) call**
*Covers **parts, labour, and travel** for the **first repair** of the contract year*
- ✓ **Cost control for additional repairs**
Pre defined limits help simplify decisions and approvals
- ✓ **Remote and phone support included**
Visual assist support plus hardware telephone support during business hours
- ✓ **Access to StatusScope remote monitoring service** on compatible systems

Note SSR call benefits must be used within the same contract year and cannot be carried over to the next year.
*Guarantee only applies to Zones 1 and 2. **Contact your local sales representative for SSR call repair cap limit.

The SCIEX Support plan advantage:

A smarter balance
between coverage
and control.

- **Reduced admin and decision fatigue**
Clear rules remove uncertainty around when and how support is used
- **Balanced protection model**
Designed to protect your budget while keeping service fast and effective
- **Flexible, yet clearly defined**
Freedom where you need it and clarity where it counts

Staying in control starts here:

Speak to your local SCIEX representative to see how the SCIEX Support plan can help protect your lab, your uptime, and your budget.