

Maintenance plan

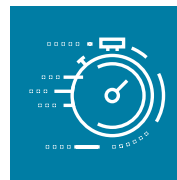


Designed to optimize instrument performance even on a limited budget, this plan is ideal for laboratories without critical availability needs or have internal resources and expertise to maintain instruments on an ongoing basis.

What's included

- Instant workflow phone support during normal business hours
- Access to SCIEX Now Online 24/7
- On-site response within three business days for remedial repairs*
- 10% discount on OEM parts, labor and travel required for remedial repairs
- Up to two planned maintenance (PM) visits including PM kits per contract year
- SCIEX Learning Hub and Knowledge Base access
- StatusScope remote monitoring service on compatible models**

Benefits for your lab



Better performance

Increase system performance and optimization through PMs



Cost containment

Discounts on repairs and SCIEX approved parts



Anytime support

Remote support through StatusScope remote monitoring and SCIEX Now online

Optional add-ons

- One or two business day on-site response
- Instrument OQ/PQ services for GxP labs
- On-site application support, training and method development
- LC Assurance plan for system support
- Software support plans

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

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

For more information about the Maintenance plan, visit sciex.com/services or contact your local service representative

SCIEX global support - dedicated quality of delivery

Prompt support

As a contract or warranty customer you can choose to receive support by phone or online assistance. Our tiered support system ensures prompt response where possible, or a scheduled on-site evaluation by a certified service engineer.

Our expertise

In addition to our core technical experts, should you need one, our team of product platform specialists is available when, and if you need it.

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 achieve your scientific goals quickly and confidently.

Customer commitment

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

All parts supplied are sourced from original equipment manufacturers (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

For more information about SCIEX Now or to register, visit sciex.com/support



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