

Planned Maintenance



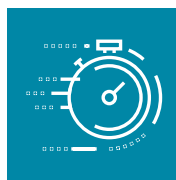
Instrument failure has a significant impact on your lab's productivity including wasted time, effort, and sample loss. SCIEX Planned Maintenance Service Plans, however, are designed to give you peace of mind when things go wrong. The benefits for your lab are numerous and include access to a certified service engineer who ensures your systems are running according to factory specifications. What's more is that travel, labor, and required supplies are all included in the service so your lab doesn't need to stress additional costs.

Skilled and Certified SCIEX Engineer

- Thoroughly inspects your system using proprietary diagnostic tools
- Performs professional cleaning and optimization
- Replaces high wear components with genuine SCIEX parts as a preventive measure
- Updates hotfixes and firmware, so your entire system is up-to-date
- Delivers consistent service across labs

Trust your system to the experts.

Benefits for Your Lab



Reduced Unscheduled Downtime
We clean and replace parts to avoid any foreseeable system failure.



Optimized Performance
We make sure your system meets factory specifications and runs at top performance.



Early Warning
We identify problems and address them before they become serious and costly.



Detailed Maintenance Report
Documentation of work performed for the lifelong health of your system.

Customized for Your Needs

The frequency and type of PM you need depends on a variety of factors including your instrument type, system utilization and the nature of your samples.

We provide you a number of options and recommend the best approach to meet your individual lab requirements.

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, 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/sciexnow



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The Power of Precision