

Service plan options

These service plans available only in North America



	Ultimate	Premium	Core Plus	Core	MRC (Depot Only)
Onsite response time	Target 48h*	Target 48h*	Priority	Priority	
Tech support	4 hours response time	•	•	•	•
Annual PM Service		1	1		•
Annual PM/OQ Service included	1				•
Onsite repairs (parts + travel + labor)	•	•	•	•	
Depot repairs (parts + labor + shipping)					•
Overnight parts (based on stock)	•	•	•	•	
Certified service engineers	•	•	•	•	•
Instrument, Software, and General Applications Training (FAS)**	2 days (virtual/onsite)	1 day (virtual/onsite)	1 day (virtual)	1 day (virtual)	
Requalification (OQ) after repair	•				
Online support (SpectraNet)	•	•	•	•	•
Loaner instrument when available	•	•			
Use customer computer	•				
Inst. service history documentation	•	•	•	•	•
Cartridge	1 per unit	1 per unit	1 per unit		
Fluorescence polarization calibration	•				
Temperature validation	•				
UV validation	•				
As found	•				
One relocation (in same building)	•	•			
Firmware updates	•	•	•	•	•
Additional services offered					
Additional PM	•	•	•	•	
Additional PMOQ	•				

*Zone 1+2 **One training session per site

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Check our website for a current listing of worldwide distributors.

Regional Offices

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