

Service plans

Available in North America only



Service that protects your budget, performance, and confidence.

All service plan options come with:

- ✓ **Predictable costs** with fixed annual pricing—no surprise repair expenses
- ✓ **Maximize uptime** with prioritized response and faster issue resolution
- ✓ **Expertise** from PhD-level OEM support and Factory certified service engineers
- ✓ **Reliable performance** using approved parts, corrective service procedures
- ✓ **Enhanced reliability** with optional firmware updates*
- ✓ **Faster research ramp-up** with Instrument, Software, and General Applications Training (FAS)

*Applied only with customer permission

Ultimate Service Plan

- Fast response (4 hr support, target 48 hr onsite) minimizes downtime, protects precious samples and keeps your scientific discoveries on track.
- Centralized OEM service records and PM/IQ/OQ digital documentation simplify audits and compliance.
- A no charge requalification post corrective procedures ensures continuity
- 2 day onsite/virtual Instrument, Software, and General Applications Training (FAS) per site

Premium Service Plan

- Target 48 hour onsite response and proactive preventive maintenance minimize downtime and protects samples.
- 1 day onsite/virtual Instrument, Software, and General Applications Training (FAS) per site

Core Plus Service Plan**

- Proactive preventive maintenance and priority response maximize uptime and speed resolution
- 1 day virtual Instrument, Software, and General Applications Training (FAS) per site

Core Service Plan**

- Priority response for corrective procedures ensures reliable data, and on time results.
- 1 day virtual Instrument, Software, and General Applications Training (FAS) per site

**Core and Core Plus service plans are available with onsite and MRC options. Add-on services with PM and PMOQ can be quoted separately.

[Request a quote for a service today ►](#)

	Ultimate	Premium	Core Plus	Core	MRC (Depot Only)
Onsite response time	Target 48h*	Target 48h*	Priority		
Tech support	4 hours response time	•	•	•	•
PM Service		1	1		
PM/OQ 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)	
Re-OQ proactive	•				
New customer Hypercare first 60 days***	•	•	•	•	
Online support (SpectraNet)	•	•	•	•	•
Loaner unit when applicable	•	•			
Additional PM	Add-on**	Add-on**	Add-on**	Add-on**	
Use customer computer	•				
Inst. service history documentation	•	•	•	•	•
Cartridge	1 per unit	1 per unit	1 per unit		
Add Abs 1	•	•	•	•	
FP calibration	•				
Temp validation	•				
UV validation	•				
As found	•				
Additional PMOQ	Add-on**				
Relocation (same building)	1	1			
Firmware update	•	•	•	•	•

*Zone 1+2 **Purchase as add-on ***Available for onsite plans only ****One training session per site

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