

Gold Service Package

A comprehensive service package
for premium instruments

Our service team can help you optimize your lab operations from technical phone support to preventive maintenance to on-site service performed by factory-certified engineers. The Gold Service Package offers predictable costs and reliable, prompt service.

BENEFITS

- **Proactive approach** to maximize uptime with preventive maintenance visits, reliability updates and business reviews
- **Complete visibility** of service budget for a whole year (repairs and preventative maintenance)
- **Full coverage** on labor, technician travel and OEM parts to meet all service needs
- **Flexibility** to schedule Preventive Maintenance (PM) and repair services thanks to our over 70 professionally trained and qualified engineers

What to expect from the Gold Service Package

Certified service engineers

Consistent and professional customer support across your facilities - **with certified OEM replacement repair parts**

24/7 Technical phone support

Direct access to our technical experts – **at any time**

100% Service labor, OEM parts and travel

Full coverage for travel, OEM parts, and labor on any potential repair needed, as well as Preventive Maintenance visits

Two Preventive Maintenance (PM) visits per year

Two 360-degree maintenance checks each year to maximize performance and reduce downtime of your instruments

100% Reliability updates and 100% minor reliability upgrades

Latest and greatest reliability updates, as well as the latest and greatest minor reliability upgrades

Priority scheduling

Faster response time to get your instrument **back running - Gold**, priority 2 level scheduling

One service business review per year

Verify with our service team that we are meeting your expectations and fulfilling your service needs