

Silver Service Package

Comprehensive, bumper-to-bumper coverage designed to give you peace of mind

Our Silver Service Package is the right choice for laboratories looking to maximize effectiveness and efficiency. Provides peace of mind knowing that all of your repair and preventative maintenance needs are covered.

BENEFITS

Maximize uptime and efficiency

- 92.5% First Visit Resolution.
- 100% Reliability Updates included.
- Our factory-trained service professionals are the only ones certified on Leica Biosystems Division (BSD) equipment.
- Leica Biosystems service experts have access to field-based inventory of factory-certified repair parts to decrease lead time and address your service needs in a single visit.
- Customers with the Silver Service Package receive priority scheduling.

What to expect from the Silver Service Package

Highest Quality Care

- Over 70 factory-certified Leica Biosystems engineers located across the U.S. and Canada.
- Priority access to our technical experts during business hours via phone, email, and web.
- 9.8/10 Customer Satisfaction.

Preventative Maintenance

Receive one (1) PM to ensure mission-critical instruments continue operating up to factory specification.

True fixed cost

All repair visits are covered, including field service engineer labor and travel time, travel expenses, and OEM certified repair part.