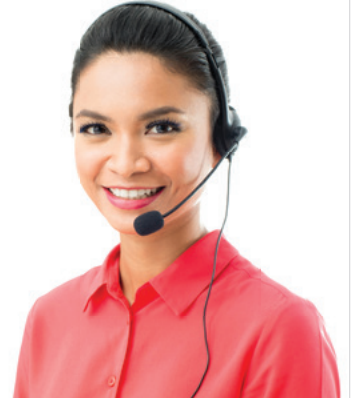


Bronze Service Package

A preventive maintenance service package for Microtomes and Cryostats



Our service team can help you optimize your operation – from technical phone support to preventive maintenance by certified engineers – all with predictable costs and prompt, professional service from the Bronze Service Package.

BENEFITS

- **Proactive approach** to maximize uptime with preventive maintenance, health check and reliability updates
- **Complete visibility** of preventive maintenance and travel/labor budget for an entire year
- **Full coverage** on labor and technician travel to meet all service needs of break-fix
- **High flexibility** to schedule Preventive Maintenance (PM) visits based on customer availability, thanks to our over 70 professionally trained and qualified engineers

What to expect from the Bronze Service Package

Certified service engineers

Consistent and professional customer support across your facilities

100% business hour technical phone support

Direct access to our technical experts during business hours

100% Service labor and travel

Full coverage for travel and labor on any potential break-fix as well as Preventive Maintenance visits

One Preventive Maintenance (PM) visit per year

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

The latest reliability updates included

Latest and greatest reliability updates

Priority scheduling

Faster response time to get your instrument up and running quicker