



# Choose your Service Contract to Maximize your Peptide Synthesizer's Productivity

NEW INSTRUMENT OR ALREADY INSTALLED, KEEP YOUR INSTRUMENT IN TOP SHAPE

- Ensure top performance through planned Preventive Maintenance visits
- Control and predict cost of ownership throughout your instrument's lifetime
- Insure against unexpected costs

**Full Service Contract**

**SAVE\* 10%**

**2/1 Service Contract**

**SAVE\* 7%**

**1/1 Service Contract**

**SAVE\* 5%**

**Academic Service Contract**

**SAVE\* 3%**

*\*on Point of Sales with purchase of instrument or chemistries (excluding solvents)*



# Service Contracts

	Full	2/1*	1/1	Academic	PM1
On-site preventive maintenance visit, includes travel, lodging and labor costs	Annual	Annual	Annual	Annual	Annual
Service call or email response time	Within 1 day	Within 1 day	Within 1 day	Within 1 day	Within 1 day
On-site service visit after diagnosis of instrument failure/ when a service call is determined to be needed	Within 4 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 10 working days
Travel, labor and lodging costs for non-preventive maintenance service visits	√	2 Visits/year included	1 Visit/year included	50% discount on labor and travel rates, maximum 2 hours travel	zone travel price guidelines
On-site repairs	√	√	√	√	√
Spare parts	√	√	√	10% Discount	10% Discount
Routine hardware/software updates	√	√	√	√	√
Telephone or email support for fast troubleshooting	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Telephone or email support for instrument networking	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

\*2/1 Service Contract available for Symphony, Symphony X and Sonata XT

For questions and more information please contact:

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