

Gyrolab® Service and Support

Product Information Sheet

D0012497/I



Gyrolab Service Contracts

- **Maximize instrument productivity**
 - Ensure top performance through planned Preventive Maintenance (PM) visits from a Gyrolab-certified service engineer
 - Minimize risk of downtime with priority support and service
- **Control and predict cost of ownership throughout the instrument's lifetime**
- **Insure against unexpected costs**
- **Cover installation costs for any service contract purchased at point-of-sale**

Gyrolab® instruments are often used in time-critical workflows that demand the highest levels of productivity, performance and data quality. To ensure these demands are met, Gyros Protein Technologies offers a range of service contracts as well as individual service options to support more extensive or specific issues. Servicing is carried out by a highly trained, dedicated, Gyrolab-certified service engineer.

Gyrolab Standard Warranty

During the 12 month warranty period, valid from the date of installation, users are guaranteed a response to service phone calls or emails within 24 working hours and an on-site service visit after diagnosis of the instrument failure.

Also covered are the costs for a Gyrolab-certified service engineer's travel, labor and lodging for on-site service repair visits, replacement parts and any routine hardware or software updates that become available during the warranty period.

Gyrolab Service Contracts

Gold Plus Service — for high usage of Gyrolab xPand and Gyrolab xP workstation

Gyrolab Gold Plus Service focuses on maximizing productivity and cost control. The highest priority response times for service calls and on-site visits, together with bi-annual PM visits, aim to minimize down times and ensure that heavily utilized instruments are kept in peak condition.

Gyrolab xPand and Gyrolab xP instruments covered by this contract entitle the user to receive free access to upcoming releases of major Gyrolab software upgrades, including those with new functionalities. This also applies for upgrades of purchased Gyrolab software modules.

For those working in GxP environments, the cost of revalidation following software or hardware updates, software upgrades or instrument relocation are covered. Similarly, no charges will be incurred in the event that additional service repair visits or spare parts are required.

Note: This service level is not available for Gyrolab xPlore

Gold Service — for routine usage

To minimize system downtime and ensure top performance, the Gyrolab Gold Service offers high priority response times for service calls and on-site visits as well as an annual PM visit. Costs are also covered in the event that additional service repair visits or spare parts are required.

Silver Service — for less frequently used instruments

The Silver Service offers an annual PM visit with priority response times for service calls and on-site visits, and a discount on spare parts. Costs for travel, labor and lodging for non-PM service visits apply.

Content	Gold Plus Service (Gyrolab xPand and Gyrolab xP only)	Gold Service	Silver Service
Gyrolab installation	√	√	√
On-site PM visit, includes travel, lodging and labor costs	Bi-annual	Annual	Annual
Service call or email response time	Within 8 working hours	Within 8 working hours	Within 12 working hours
On-site service visit after diagnosis of instrument failure	Within 2 working days	Within 3 working days	Within 4 working days
Travel, labor and lodging costs for service repair visits	√	√	
On-site repairs	√	√	
Spare parts	√	√	10% discount
Routine hardware/software updates	√	√	√
Telephone or email support for fast troubleshooting	√	√	√
Telephone or email support for instrument networking	Unlimited	Free of charge up to 8 h	Free of charge up to 4 h
Software upgrade license	√		
Re-validation e.g. after software/hardware updates/upgrades, re-location	√		

√=Included

Ordering information

Contract	Gyrolab xPand Product number	Gyrolab xPlore Product number	Gyrolab xP Product number
Gold Plus Service 1 year	P0020524	N/A	P0020004
Gold Service 1 year	P0020525	P0020307	P0020003
Silver Service 1 year	P0020526	P0020308	P0020002

Service contracts can be purchased for 1, 2 or 3 years. Please contact your local Gyros Protein Technologies representative to discuss the level of service coverage that best suits your needs.

Gyrolab Services

Outlined below are individual services developed as a result of requests received from Gyrolab users. For instruments covered by a Gyrolab Service contract, please ensure that the cost for a specific service is covered within the contract. Please contact a local Gyros Protein Technologies representative for ordering information and to discuss specific requirements.

Service	Product numbers	Description
Installation	P0020521 (Gyrolab xPand) P0004985 (Gyrolab xP) P0020304 (Gyrolab xPlore)	Instrument installation at location defined in the Purchase Order. Performed by a Gyrolab-certified service engineer on a mutually agreed date. User provides manpower for lifting the instrument.
Preventive Maintenance (PM) visit	P0020522 (Gyrolab xPand) P0020011 (Gyrolab xP) P0020305 (Gyrolab xPlore)	Instrument maintenance to ensure that all parts perform to original specifications and to maintain the instrument's validated state. Includes cost of PM parts, travel, lodging and labor costs.
Pre-contract check	P0020013	Pre-contract check is required prior to entering a service contract if more than 30 days have elapsed after expiry of the warranty. Includes Gyrolab Functionally Check kit and travel, lodging and labor for a Gyrolab-certified service engineer. Excludes cost for repairs required for entering a service contract.
Field Service Engineer support	P0000018	Gyrolab instrument service performed by a Gyrolab-certified service engineer at an hourly rate. Excludes travel, accommodation and parts. Applied as specified in a quotation or when service hours exceed the minimum call-out fee for instruments not covered by a Gyrolab Service Contract.
Gyrolab relocation	P0020015 (within a site) P0020016 (between sites within a country)	Relocation within a site and between sites within a country includes decommission and re-installation. P0020016 also includes packing material - Gyrolab crate. Instrument re-location performed by a Gyrolab-certified service engineer. User provides manpower for lifting the instrument. Cost for transportation not included.
Gyrolab crate	P0020527 (Gyrolab xPand) P0004982 (Gyrolab xP) P0020309 (Gyrolab xPlore)	Packing materials for transportation of Gyrolab instrument.

Note: Gyros Protein Technologies typically offers service support for Gyrolab instruments for a period of seven years (End-of-Life period) after the Discontinuation Date.

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