

FIA Lab Service Plans

Service Purpose and Benefits Description

Purpose

Our service plans are designed to:

- Ensure a **positive customer experience** by providing **expedited** and **thorough support** from a knowledgeable service team member
- **Method-specific support** from well-versed FIA Lab service engineers.
- Minimize downtime by performing **regular preventative maintenance (PM) visits**
- Maximize **confidence in instrument performance** by running **quality control** tests during each PM visit
- Keep customers up-to-date by ensuring they are on the **latest software** platform
- **Maximize lifetime** of instruments

SERVICE DESCRIPTION	SILVER PLAN	GOLD PLAN
PREVENTATIVE MAINTENANCE VISIT EVERY 12 MONTHS	Grey	Yellow
EMAIL SUPPORT	Grey	Yellow
PHONE SUPPORT	Grey	Yellow
REMOTE DESKTOP SUPPORT	Grey	Yellow
3-YEAR WARRANTY ON NEW EQUIPMENT	Grey	Yellow
FREE SOFTWARE UPGRADES	Grey	Yellow
REDUCED FEES FOR ADDITIONAL VISITS	Grey	Yellow
72 HOUR ON-SITE RESPONSE TIME	Grey	Yellow
PREVENTATIVE MAINTENANCE VISIT EVERY 6 MONTHS	White	Yellow
24 HOUR ON-SITE RESPONSE TIME	White	Yellow

Support Benefits



Scheduled PM Visits

Service scheduling is for an individual visit, determined by the plan choice and customer demand. If a visit is scheduled at least 6 weeks in advance, travel fees are waived; otherwise, billed separately.



Quality Control (QC) Tests

At each PM visit, a thorough set of QC tests will be performed to ensure the equipment is operating up to standard. The exact parameters depend on the instrument set-up, and a detailed service document is provided at the time of service.



Phone and Email Support

Service Plan customers receive prioritized assistance for any issue regarding their instrument. Email support encompasses FIA Lab scientists and technicians being available to provide assistance by email.



Additional Visits

If visits beyond those included in the service plan are required, such as training visits, they will be billed separately, including travel. Reduced fees compared to non-service plan customers.



Additional Parts

A PM inspection may reveal an immediate need to repair or replace parts. Any such parts and related labor are billed separately. Work outside of the PM schedule is only performed once authorized by a representative of the Customer.



Remote Desktop Support

Customers experiencing issues can be assisted in real time via remote desktop sessions to expedite troubleshooting and minimize downtime.