

# INSTALLATION AND TRAINING

Today's laboratory instruments are highly complex systems, combining state-of-the-art hardware with sophisticated software. In order to make the best use of these valuable assets, we highly recommend that new users of equipment and/or software invest in on-site training.

Our Instrumentation Support Representatives and/or Service Representatives will provide customized, cost-effective instruction on your new or existing equipment.



These factory-trained experts will help you minimize:

1. Equipment and user down time
2. User frustration with the equipment and/or software
3. Time by highlighting useful features provided by the equipment and/or software

The objectives of the training are:

1. Software training and familiarization with equipment
2. Care and maintenance of the equipment
3. Troubleshooting strategies.

The level and amount of training required will vary depending on the complexity of the system, and the trainee's knowledge.

## Warranty

Instruments and equipment are warranted for a period of one year, (unless otherwise stated) from the date of shipment. This warranty covers defects in material and workmanship, (parts and labour) under normal installation, use and maintenance, within Canada, as described in the operator's instructions; refer to manual.

Service will be performed by Service Representatives who are factory trained and use the original manufacturer's parts. This warranty does not cover consumables, expendable items, physical damage or misuse.

See over for additional warranty options

## EXTENDED WARRANTY

In addition to the standard manufacturer's one-year warranty, customers may purchase extended warranty agreements, which are truly an extension of the warranty. The extended warranty agreement begins immediately following the standard manufacturer's one-year agreement and extends for an additional one to three year(s).

## EXTENDED WARRANTY PLUS

As an alternative to the standard extended warranty, customers may also purchase the Extended Warranty Plus agreement which, on top of the benefits of the extended warranty, **includes a Preventive Maintenance visit**. The Extended Warranty Plus agreement begins immediately following the standard manufacturer's one-year agreement and extends for an additional one to three year(s).

Please see below for the benefits of the Extended Warranty Plus agreement

- Minimize or eliminate down time and cost of down time
- Ensure system is running accurately to manufacturer's specifications by factory-trained service representatives
- Improve reliability through Preventive Maintenance part replacement (**parts extra**)
- Improve efficiency through optimizations the Service Representative deems beneficial
- Cost savings – over standard time and material service
- Cost savings – original manufacturer's parts which may be needed on-site
- Convenience and flexibility of scheduling your Preventive Maintenance service at a mutually agreed upon visit, eliminating downtime during your busiest months
- Service Representatives have the majority of parts on-hand for immediate repair, eliminating wait times for parts to arrive from vendors