

FOSS



Lifetime performance

– FOSS support throughout the instrument life cycle

Dedicated Analytical Solutions

FOSS support

Always at the forefront of technology, FOSS has a long history of delivering advanced and reliable analytical solutions with excellent technical support.

Even when sale of an instrument is discontinued, FOSS pledges to offer comprehensive support for an additional 7 years to keep our customers' instruments running with optimal performance. Therefore, buying a FOSS instrument is a safe investment.

With this brochure we clarify the level of support that is being offered at the various stages of the FOSS instrument's life cycle, so you will always know what to expect.

The instrument life cycle

FOSS has defined our support commitment around each of the following three life cycle stages:

- ➊ **Active** – instrument is for sale and with complete support
- ➋ **Discontinued** – sale has been discontinued, but instrument is covered by a FOSS 7 year support pledge
- ➌ **Obsolete** – instrument is not supported any longer

Active: While the instrument is in the product range FOSS is offering for sale, all the maintenance & repair services, software updates, spare parts and consumables needed for keeping the instrument operational is available from FOSS or the FOSS distributor. In addition, FOSS specialists are available for technical support and conducts training courses.

Discontinued: When sale of the instrument is discontinued, the same support as in the active phase is still offered for 7 years, but into the discontinued phase the training courses and software updates becomes less frequent or are discontinued entirely.

Obsolete: Finally, when the instrument has reached the obsolete phase, FOSS will generally make a reasonable effort to help the customer for as long as the customer decides to keep his instrument in operation, but FOSS cannot commit to ensure availability of trained service technicians, spare parts, consumables and other necessities for the instrument.

Product support elements	Active	Discontinued	Obsolete
Purchase product	Green	Red	Red
Software upgrades	Green	Limited	Red
Training courses & documentation	Green	*	Red
Service contracts	Green	Green	Red
Phone support	Green	Green	Red
Availability of repair parts & consumables	Green	Green	Red
Availability of certified field service	Green	Green	Red

**We guarantee training courses for a minimum of four years from the last day of the active phase.*

Further inquiries

An overview of FOSS' products in the Discontinued and Obsolete phase can be found on the FOSS website.

If you have any further questions about how we can support your instrument, please contact your local FOSS representative.

<http://www.foss.dk/contacts/contact-us>



Please note that this document is subject to changes without prior notice.

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