

FossCare™ Service Solution

Secure your investment with a FossCare™ Service Solution



Let FOSS take care of your instrument so you get maximum return on your investment. Regular preventive maintenance gives you peace of mind and pays off by keeping your analytical instruments working perfectly every day, year after year.

Make sure that your instrument is always running

Preventative maintenance visits ensure minimal downtime by replacing components before they are worn out. Benefit from highly skilled and dedicated technicians who also perform high priority service and emergency on-site support if you experience a break-down.

Readymade plan for full instrument accuracy

With regular maintenance; the instrument is checked according to FOSS' service protocol, calibrated, diagnosed, cleaned, adjusted and tested.

Predictable cost of instrument ownership

With a fixed service budget you can avoid unexpected expenses and achieve full instrument lifetime, backed by up to 10 years of insurance of critical parts.

Benefits of a FossCare™ Service Solution:

- Avoid unplanned downtime
- Preventative maintenance visits when it suits your business
- Consistent, accurate and reliable results
- Fixed service budget with coverage of critical parts
- Discounts on additional services, spare parts, training, reagents and consumables

We don't sell instruments – we provide solutions!

Each FossCare™ support agreement includes standard elements provided to all FossCare customers. In addition, each of our FossCare support plans is tailored to match the requirements of your specific FOSS instrument. Please contact us for more information about how FossCare can fit your every need.

FossCare Features	Premium Plus	Standard	Basic	No agreement
Preventive maintenance visits per year	1 or 2	1 or 2	1 or 2	
Preventive Maintenance Kit included	✓	✓	✓	
On-site target response time	24 hours	48 hours	Priority	Planned
Extended instrument warranty	2 Years	2 Years	2 Years	1 Year
Extended warranty on critical parts	Up to 10 Years			
Remote support	✓	✓		
Special discounts	10%	10%		

Description

Preventive maintenance visits

Trained service technicians will perform maintenance according to detailed service protocols, in order to ensure up-time and keep your instrument running at optimal performance. The number of visits included per year depends on the service protocol for the specific instrument.

Preventive Maintenance Kit

The Preventive Maintenance Kit consists of parts required to perform factory standard maintenance. These kits are carefully designed to replace common wear and tear parts.

On-site target response time

Being a FossCare customer gives you higher priority when you require support or have a breakdown. The target response time is dependent on agreement level.

Remote support

FOSS can access your instrument to perform remote diagnostics and applications support. In some cases this will eliminate the need for an on-site call-out visit and provide a quicker repair solution in the event that you encounter any problems. FOSS can also identify the need for spare parts thereby ensuring a faster delivery of the necessary parts.

Extended instrument warranty

When purchasing a FOSS instrument with a FossCare support agreement, the instrument warranty is extended to two years. The extended warranty is applicable for new instruments only (must be purchased within the first 90 days of installation).

Extended warranty on critical parts with Premium Plus

When purchasing a FOSS instrument with a FossCare Premium Plus support agreement you get an additional coverage of critical parts for up to 10 years. A Premium Plus agreement can be purchased for existing equipment subject to an upgrade fee.

Special discounts

10% discount is given on additional service, training, spare parts, reagents, consumables and software upgrades to customers with FossCare Premium Plus and Standard.

FOSS

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