

FOSS

FossCare™ Support Agreements



Secure your investment with a FossCare™ Support Agreement

Let FOSS take care of you for a maximum return on your analytical investment. With a FossCare Support Agreement, qualified FOSS technicians perform the servicing and maintenance of your equipment according to strict factory standards, optimising instrument performance and prolonging instrument life. Select from a range of support options to suit the needs of your equipment and your business.

ANALYTICS BEYOND MEASURE



A FossCare Support Agreement is the perfect way to ensure performance and reliability of your instrument and a way to make sure you can keep the promises you make to your customers.

Why preventive maintenance

As with any analytical solution, it is essential that your FOSS instrument receives regular maintenance to ensure optimal performance and extended lifetime. Avoiding expensive downtime is a matter of following factory standards and preventively replacing parts before they wear out. In turn, this helps ensure reliable and consistent results at the highest level.

Preventive and predictive maintenance combined with global support from 300 dedicated service, application, software and calibration specialists are really what secure your investment and keep your instrument running perfectly all year round.

Benefits of a FossCare Support Agreement:

- Regular maintenance; the instrument is diagnosed, cleaned, adjusted, tested and fine tuned.
- Minimal downtime from replacing components before they wear out
- Consistent, accurate and reliable results you can always trust
- Preventive maintenance visits when it suits you and your business
- 24/7 Phone Hotline support - no need to worry about closing hours
- Low, fixed service budget prevents unexpected expenses
- Discounts on operator training courses as well as courses for calibration development and certified maintenance.



Local service world-wide

With FossCare, more than 300 dedicated service, application, software and calibration specialists world-wide are standing by to ensure you the fastest possible response time and on-site service.

All maintenance and service is performed by fully trained and qualified technicians. This, combined with original spare parts, diagnostic and software tools, guarantees the quality of the work performed on your instrument. The level of expertise within our service organisation secures your investment and keeps your instrument running perfectly year after year.



Get the support you need

With FossCare you can get exactly the solution, coverage and peace of mind to suit your individual needs. Choose the right level of support from a range of packages and enjoy a consistent level of care minimising the risk of unexpected repair costs and maximising the value of ownership. With a FossCare contract you'll be supported by the industry leading experts within our technologies, calibrations, applications and software.



FossCare Premium PLUS

FossCare Premium PLUS provides the highest level of support and back-up for the ultimate peace of mind. With Premium PLUS there are no extra costs associated with the service and maintenance of your equipment, meaning predictable costs and simpler budgeting.

Preventive maintenance visits and parts, breakdown visits and parts, labour charges and travel charges are all included in a FossCare Premium PLUS Support Agreement, effectively providing 'in-warranty' cover.

Premium PLUS customers also get discounts on operator training, calibration development training and certified maintenance training courses.

Access to 24/7 hotline support and remote web-based support ensures that you can always reach a dedicated FOSS Support technician.

FossCare Premium

FossCare Premium provides comprehensive preventive maintenance servicing at factory recommended intervals for increased reliability and performance. All labour and travel charges associated with servicing and maintaining your instrument are also covered.

Premium customers also get discounts on training, access to our 24/7 hotline support and remote web-based support services.

FossCare Standard

A FossCare Standard Support Agreement ensures preventive maintenance servicing is performed at factory recommended intervals.

The FossCare Standard Support Agreement also includes discounts on training as well as access to 24/7 hotline support and remote web-based support.

FossCare Basic

FossCare Basic is a single annual preventive maintenance service. More suited to instruments in lighter workload environments, FossCare Basic ensures routine service and maintenance is performed according to factory standards.

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 your local FOSS representative for more information on how FossCare can fit your every need.

FossCare Features	FossCare Premium PLUS	FossCare Premium	FossCare Standard	FossCare Basic	Description
Preventive Maintenance (PM) Visits per year	2	2	2	1	Trained service technicians will perform maintenance to ensure up-time and keep your instrument running at optimal performance. Replacing parts, performance validation and making adjustments
Travel & Labour Expenses for PM Visits	✓	✓	✓	✓	All travel and labour expenses related to Preventive Maintenance visits are included
PM Kit included	✓	✓	✓	✓	Preventive Maintenance Kit consisting of parts required to perform factory standard maintenance
Breakdown Parts	✓				All parts required to repair an instrument following a breakdown
Breakdown Travel & Labour	✓	✓			All travel and labour expenses related to breakdown service visits
RINA/Mosaic Networking Software (FOSS hosted software)	✓	Optional	Optional	Optional	Internet based networking software providing a monthly instrument performance report and options for advanced surveillance, monitoring and calibration updates
Priority Emergency On-site Response (Target)	24 hours	48 hours	72 hours	Priority	Highest priority service, ensuring a service technician on-site (during normal business hours 8:30am - 5:00pm Monday - Friday)
Calibration & Application Phone Support	✓	✓	✓		Phone support optimising your applications and calibrations
24/7 Phone Support	✓	✓	✓	✓	24/7 phone access to a dedicated FOSS support technician
Remote Web-based Support	✓	✓	✓		Remote web based support on request to validate performance, diagnose, or solve any potential issues
Instrument Safety Check	✓	✓	✓	✓	Checked and tested for compliance with factory installed safety features ensuring trouble free operation
Savings on Operator Training	✓	✓	✓		Operator training courses are available at a 10% discount. Visit www.foss.com.au/training for course descriptions and dates
Savings on Advanced Calibration Development Training	✓	✓	✓		Calibration development training courses are available at a 10% discount. Visit www.foss.com.au/training for course descriptions and dates
Savings on Certified Maintenance Training	✓	✓	✓		Training programs offered at a 10% discount. Please visit www.foss.com.au/training
Additional PM Visits	Optional	Optional	Optional	Optional	Extra visits in conjunction with any type of Support Agreement can be added

Corporate Social Responsibility (CSR)

FOSS is proud to be a signatory of the *United Nations Global Compact*. We report annually on our social and environmental performance as well as progress against our objectives. For more information visit www.foss.com.au/about-foss/csr

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