

## FossCare™ Support Agreements



Up to 10 years warranty  
on new instruments  
with FossCare

## Secure your investment with a FossCare™ Support Agreement

Let FOSS take care of your instrument so you get maximum return on your investment. Get up to ten years warranty as part of the new FossCare Premium Plus Agreement or two years as part of any other FossCare agreement. In addition to the peace of mind afforded by the warranty period, the regular preventive maintenance pays off by keeping your analytical instruments working perfectly every day, year after year.



*A FossCare contract 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 maintenance combined with global support from 300 dedicated service, application, software and calibration specialists are really what secures your investment and keep your instrument running perfectly all year round.

## Benefits of a FossCare™ Support Agreement:

- Extended Warranty (up to ten years depending on the chosen agreement)
- Regular maintenance; the instrument is checked according to FOSS' service protocol, diagnosed, cleaned, adjusted and tested
- Minimal downtime from replacing components before they are worn out
- Consistent, accurate and reliable results you can always trust
- Preventative maintenance visits when it suits you (your business)
- Fixed service budget without unexpected expenses
- Discounts on additional services, spare parts, training, reagents, consumables and software upgrades



## Local service world-wide

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

All maintenance and service is performed by experienced and qualified technicians trained at FOSS headquarters and certified through the FOSS Academy service certification process. 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 organization 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 minimizing the risk of unexpected repair costs and maximizing the value of ownership.

FossCare comes with an Extended Instrument Warranty for maximum security and return on your investment.

### FossCare Premium Plus

FossCare Premium Plus is an 'all inclusive agreement' and provides the highest level of support and back-up for 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, breakdown visits and parts, labour charges and travel charges are all included in a Premium Plus Support Agreement, effectively providing 'in-warranty' cover.

On top of that you will be prioritised with the fastest possible service with a Target Response time within 24 hours, in case of a breakdown.

Finally the Premium Plus package gives you access to 10% discount on additional services, spare parts, training, reagents, consumables and software upgrades.



### FossCare Standard

FossCare Standard customers benefit from preventative maintenance visits and the instrument will qualify for another 12 months warranty, giving a total of two years manufacturer's warranty.

On top of that you will be prioritised with a Target Response time of 48 hours, in case of a breakdown.

Finally the Standard agreement also gives you access to 5% discount on additional services, spare parts, training, reagents, consumables and software upgrades.



### FossCare Basic

FossCare Basic is a clear cut preventive maintenance agreement with preventative maintenance visits. Should you have a breakdown, you will receive Priority support. As with the Standard agreement, if the Basic agreement is renewed after the first year on a new instrument, it will also qualify for another 12 months warranty.



## 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
Instrument Warranty	10 Years	2 Years	2 Years	1 Year
Preventive Maintenance Visits per Year	1 or 2	1 or 2	1 or 2	
Travel Expenses for Preventive Maintenance	✓	✓	✓	
Preventive Maintenance Kit	✓	✓	✓	
Target Response Time	24 hours	48 hours	Priority	Planned
Remote Web-based Support	✓	✓		
Special Discounts	10%	5%		

*\*Not all instruments qualify for Premium Plus and instruments older than 1 year need to be accepted by FOSS*

## Description

### Instrument Warranty

When purchasing a FOSS instrument with FossCare Support Agreement, the instrument warranty is extended to two years for Basic and Standard Agreements and up to 10 years for a Premium Plus Agreement. Extended Warranty for Basic and Standard Agreement is applicable for new instruments only (must be purchased within the first 90 days of installation). Extended warranty period is only valid with an active agreement for the full period.

Premium Plus Agreement can be purchased for existing equipment subject to an upgrade fee.

### Preventive Maintenance Visits

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

### Travel Expenses

All Travel Expenses related to the Preventive Maintenance (PM) visits are included. Expenses are also covered in case of an emergency breakdown when the instrument is under warranty.

### 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.

### 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 and covers working days Monday to Friday. The response could either be an on-site visit or remote trouble shooting performed by a service technician.

### Remote Web-based Support

Utilising TeamViewer or Mosaic, FOSS can access your instrument to perform remote diagnostics and applications support. In some cases this would negate the requirement for a site call out visit providing a quicker repair solution for you should you encounter any problems. FOSS can also identify spare part requirements that will aid the speedier expediting of the spare parts to you. Applications and calibration support can be carried out efficiently and remotely without the need for site visits.

### Special Discounts

Discount is given on additional service, training, spare parts, reagents, consumables and software upgrades for customers with FossCare Standard and Premium Plus.