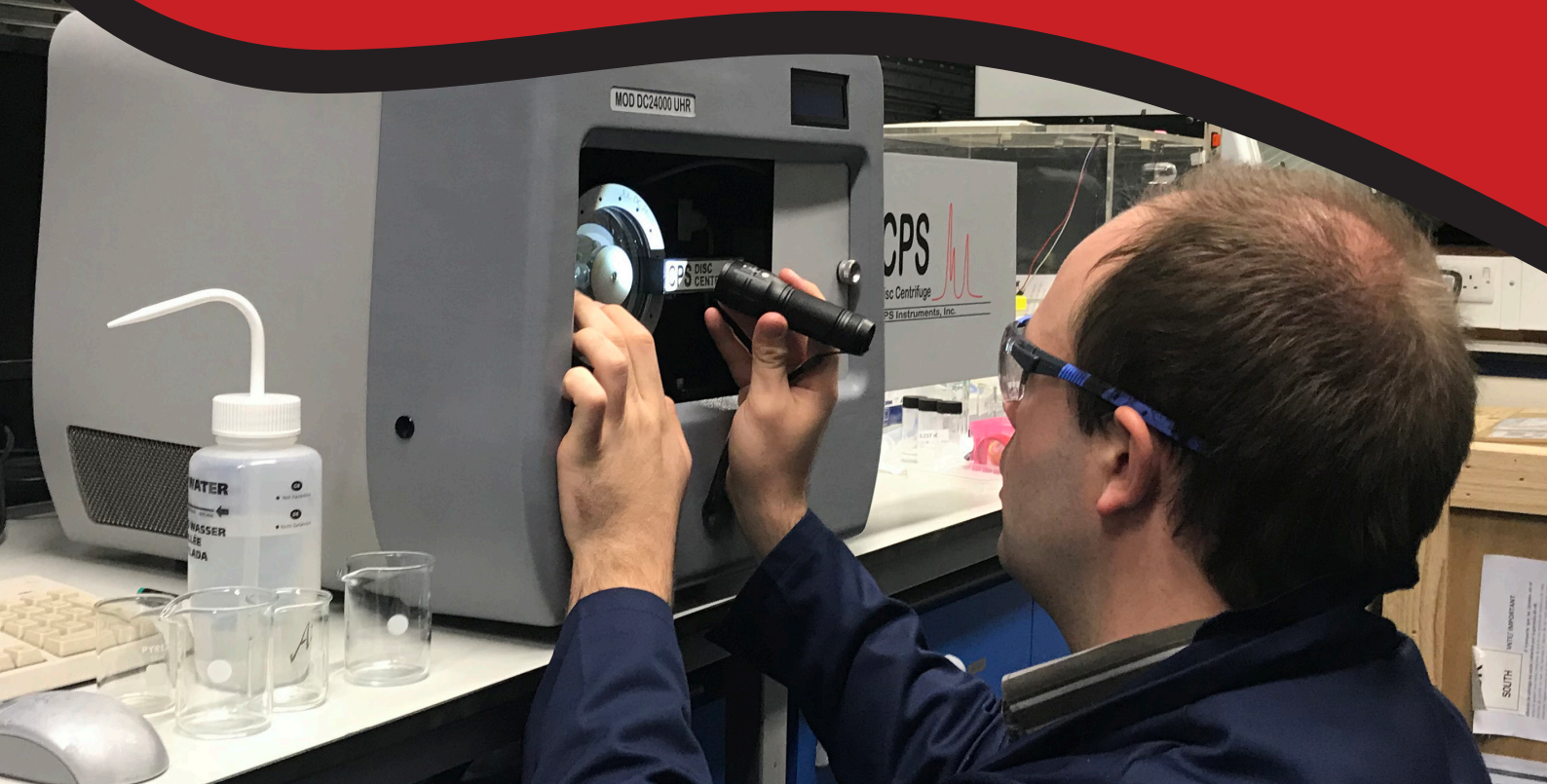


Service & Support

PARTICLE SIZING CPS Disc Centrifuge



Why Choose an Analytik Support Plan?



Compliance

Analytik has over 15 years' experience working with the CPS Disc Centrifuge. Our experts are fully trained by the manufacturer to install instrumentation, train users and calibrate machines.

With an Analytik support plan, you can rest assured that your CPS Disc Centrifuge is fully compliant with your internal and external standards.



Save Money

To increase longevity and reduce the risk of costly repairs, we provide preventative maintenance and user refresher training so you can have peace of mind that your instrument is being used correctly while being expertly maintained.

For Silver plans and above, we also include discounts on genuine parts and consumables.



We're Here To Help

You'll have access to our team of Product Specialists and Service Engineers, who can provide help and support with method development, preventative maintenance and much more.

We pride ourselves on our customer service and promise to do everything we can to help with any questions or issues.



Peak Performance

To ensure the continued smooth running of your CPS Disc Centrifuge, our skilled Service Engineers will check critical components (such as Disc balance and detector sensitivity) as part of each Preventative Maintenance visit*. Where possible, we will identify and correct any developing issues to avoid unnecessary future repairs and ensure optimal performance.

***PM visits included in Silver plans and above.**

CPS Disc Centrifuge Support Plans

SUPPORT PLAN FEATURES	BRONZE	SILVER	GOLD	PLATINUM
SOFTWARE SUPPORT AND UPGRADES	✓	✓	✓	✓
TECHNICAL AND APPLICATION SUPPORT	✓	✓	✓	✓
PERSONAL RESPONSE TO QUERY WITHIN 1 WORKING DAY	✓	✓	✓	✓
PRIORITY ORDER/SERVICE RESPONSE	✓	✓	✓	✓
DISCOUNT ON EMERGENCY SITE VISITS	x	✓	✓	✓
INCLUDED EMERGENCY BREAKDOWN VISITS	x	x	x	1
SCHEDULED PREVENTATIVE MAINTENANCE VISITS	x	1	2	2
BASIC REFRESHER TRAINING	x	✓	✓	✓
DISCOUNT ON GENUINE PARTS AND CONSUMABLES	x	✓	✓	✓
SERVICE KITS INCLUDED	x	✓	✓	✓

Information & Glossary of Terms

General Information

Analytik support plans have a duration of 12 months, however multi-year contracts are available (see below).

Customised Plans and Multi-Year Contracts

Analytik can accommodate customised service plans to suit your organisation. Discounts may be applied for multi-year contracts; speak to a Service Engineer for details.

Technical and Application Support

Support plan customers will have access to technical and application support from Analytik product specialists via telephone/email. Office hours are Monday to Friday, 9am to 5pm; a Fair Use Policy applies.

Personal Response to Query

Analytik will send a personal response to a customer query within one working day. Our product specialists will then endeavour to provide the necessary action or solution as soon as possible.

Priority Order/Service Response

Analytik endeavour to respond to all customer queries in a timely fashion, but support plan customers will be given priority service.

Discount on Emergency Site Visits

Silver, Gold and Platinum support plan customers are entitled to a 10% discount should they require an emergency site visit from an Analytik engineer. Our standard on-site labour rate is 150 GBP/hour ex. VAT plus travel expenses. Platinum customers are entitled to one emergency breakdown visit as part of their plan.

Included Emergency Breakdown Visits

Platinum support plans include one emergency visit to site by an Analytik engineer in the event of a breakdown. This visit will incur no additional cost to the customer, unless new parts are required.

Scheduled Preventative Maintenance Visits

Preventative maintenance visits entail an Analytik engineer visiting the customer site for half a day (4 hours) to carry out mechanical, electrical and functional tests on the covered instrument. A service kit will be required for each service visit.

Basic Refresher Training for Users

Basic refresher training on standard operation and maintenance can be provided to instruments users by an Analytik engineer whilst on-site for a service visit, where time permits. Additional formal training sessions can be arranged and purchased separately from Analytik. Speak to a Service Engineer for more details.

Discount on Genuine Parts and Consumables

A 10% discount can be offered on genuine parts, spares and consumables. This discount excludes solvent-resistant discs.

Service Kits Included

A service kit is required for each preventative maintenance service. Each plan includes a kit for every scheduled visit.

Software Support and Upgrades

Analytik will provide software support for general software issues. Software version upgrades will be provided where required.



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**For more information regarding our service plans
and options, or to discuss your requirements,
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