

Service & Support

NTA & F-NTA INSTRUMENTS

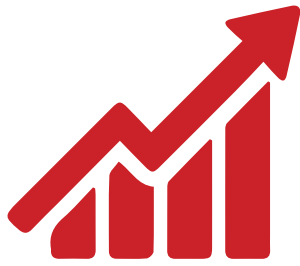
ZetaView® MONO

ZetaView® TWIN

ZetaView® QUATT



Why Choose an Analytik Support Plan?



Peak Performance

To ensure the continued smooth running of your Particle Metrix ZetaView instrument, our skilled service engineers will carry out extensive tests and checks 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.



Save Money

To increase instrument longevity and reduce the risk of costly repairs, our manufacturer trained specialists and service engineers can 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.



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.



Continuous Updates

Benefit from additional and improved functionality with software updates as part of your support plan*.

Driven by feedback from ZetaView customers, ensure you are up-to-date and have the latest software to make the most of your NTA investment.

***Software updates included in all support plans, when available and applicable.**

ZetaView® 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	✗	✓	✓	✓
INCLUDED EMERGENCY BREAKDOWN VISITS	✗	✗	✗	1
SCHEDULED PREVENTATIVE MAINTENANCE VISITS	✗	1	2	2
BASIC REFRESHER TRAINING	✗	✓	✓	✓

Information & Glossary of Terms

General Information

All Analytik support plans have duration of 12 months from the receipt of a valid Purchase Order. Longer terms 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. A product specialist 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, though 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 onsite labour rate is 150 GBP/hour plus travel expenses. Platinum customers are entitled to one emergency breakdown call out as part of their plan (see opposite).

Included Emergency Breakdown Visits

Platinum support plan includes 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

A Preventative Maintenance (PM) visit will entail an Analytik engineer visiting the customer site for a half day (4 hours) to carry out a range of performance qualification tests and replacement of wear parts (if applicable). A PM Service Kit may be required, depending on the specification of the instrument.

Basic Maintenance & Refresher Training for Users

Basic training of standard operation, maintenance and troubleshooting can be provided by an Analytik engineer whilst on-site for a scheduled preventative maintenance visit, providing there is enough time within the half-day visit. Training can help minimise incorrect instrument operation and allow users to resolve minor problems, reducing engineer call outs. Separate, formal training sessions can be purchased separately from Analytik.

Software Support and Upgrades

Analytik will provide software support for general software issues. Software updates 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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