



More Productivity.  
Less Worry.



Flexible service plans to help you maximize the value of your technology investment. Let us help you improve your laboratory productivity and instrument uptime. Unplanned instrument downtime and inefficient laboratory processes are expensive. AB SCIEX has the knowledge and experience to help you optimize your instrument performance, maximize the availability of your critical systems, and streamline your laboratory workflows.

With AB SCIEX, you can choose from a range of flexible service plans and a variety of additional services for the right level of support for your laboratory's needs and budget.



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# Choose the service plan that is right for you—whatever your business priorities

Recognized as “Best in Class” worldwide, AB SCIEX Global Services provides the highest quality support available for AB SCIEX products and technology. Only AB SCIEX Service Engineers receive regular factory training on the latest technical developments, repair procedures, software revisions, and application updates.

## AB SCIEX Complete Plan

AB SCIEX Complete is our most comprehensive service plan. It is designed not only to help you maximize instrument performance and ensure availability of critical systems, but to enable you to improve the efficiency of laboratory processes and workflows.

With AB SCIEX Complete, AB SCIEX is your partner for increasing laboratory productivity to support your scientific and business success. This plan is ideal for laboratories that want the highest level of service and peace of mind that they're getting the most out of their instruments and systems.

### Key Features:

- On-site application consulting
- Remote instrument monitoring and diagnostics
- Instrument qualification services
- Instrument operating software upgrades
- Planned maintenance visit(s)
- Priority phone and e-mail access to instrument technical support
- Phone and e-mail access to application technical support
- Guaranteed next-business-day priority response time for on-site repairs

## AB SCIEX Assurance Plan

AB SCIEX Assurance is our premium repair plan designed to maximize instrument performance and ensure availability of critical systems. AB SCIEX Assurance will help keep your laboratory running smoothly with preventive maintenance, proactive instrument monitoring, and fast response should one of your instruments require repair. This plan is ideal for laboratories that depend on their instruments and need to reduce the risk of production downtime.

### Key Features:

- Planned maintenance visit(s)
- Guaranteed 2-business-day priority response time for on-site repairs
- Remote instrument monitoring and diagnostics
- Priority phone and e-mail access to instrument technical support
- Phone and e-mail access to application technical support

Our “Uptime” option provides guaranteed next-business-day on site response. Spare parts on site is also available.

### AB SCIEX Maintenance Plus Plan

AB SCIEX Maintenance is a service plan designed to maximize instrument performance even on a limited budget. It is ideal for laboratories that have no critical availability needs and for those with internal resources and expertise to maintain instrumentation on an ongoing basis.

#### Key Features:

- Planned maintenance visit(s)
- Target response time of two days on remedial repairs
- Phone and e-mail access to instrument technical support with priority over customers not under a service plan
- Phone and e-mail access to application technical support
- Discount on parts, labor, and travel

#### AB SCIEX's Service Plans help you to:

- Maximize productivity
- Optimize your laboratory's efficiency
- Lower the cost of ownership
- Maximize instrument uptime
- Increase quality
- Lower costs by minimizing lost data, samples, or reagents

### Time and Materials Service

Our instrument service plans provide complete, cost-effective coverage for your AB SCIEX instruments. However, we also offer flexible options for on-site instrument repair that can be purchased on a time-and-materials basis.

Our time and materials services also include options for:

- **Planned Maintenance**—To help keep your AB SCIEX instruments in peak condition and available when you need them, we recommend regularly scheduled maintenance. Planned maintenance visits are intended to help you avoid unnecessary downtime and substantially extend the life of your instruments.
- **Priority Response Time**—If maximizing the availability and performance of your instruments is critical to your operation, our expert engineers can provide you with next-business-day or 2-business-day priority response.

# Additional Services

With a 25-year history in technology innovation, AB SCIEX has exceptional R&D experience and a reputation for working closely with customers. This experience and close relationship allows us to deliver a wide range of additional stand-alone services to assist you in advancing your business.

## Smart Services

Help increase your instrument uptime and optimize processes with our automated, real-time remote instrument monitoring and diagnostics service. Using the service, our support personnel monitor and track critical instrument parameters over the Internet and identify potential problems before they affect your lab's efficiency. Smart Monitoring is available on a broad range of instruments.

## Complete Workflow Coverage

To help you manage your lab more efficiently AB SCIEX provides complete system service for your mass spectrometry workflow. Increase your laboratory's efficiency and reduce administrative burden with a single point of contact for service of your Autosampler, HPLC, Gas generator and AB SCIEX mass spectrometer.

Only AB SCIEX service engineers are certified and receive regular factory training on the latest technical developments, repair procedures, software revisions, and application updates for AB SCIEX's mass spectrometer systems. Working with CTC Analytics, Peak Scientific, Parker Hannifin, Agilent and Shimadzu, AB SCIEX field service engineers also receive OEM factory training and ongoing instrument updates for repair of your mass spectrometry workflow systems.

## Qualification Services

Let us help you meet your internal laboratory standards and conform to government regulations with confidence that your instruments are installed and functioning according to the manufacturer's specifications. AB SCIEX offers a fully integrated approach, including operation qualification (IQ/OQ), instrument performance verification (IPV) after maintenance, repair or instrument move, and a complete range of computer system validation (CSV) services, including Analyst® Software validation.

## On-site Application Consulting

Our network of experienced technical experts can help you maximize the return on your technology investment by providing customized assistance with workflow optimization. We can help you increase productivity by optimizing your protocols, methodologies and workflows and help find ways to eliminate unnecessary and potentially time-consuming steps. Our application consultants can help you:

- Increase productivity
- Achieve higher return on your technology investment
- Reduce operating costs and optimize workflows



### Professional Services

Our professional services team, with its in-depth experience in a broad range of applications, provides services that span your business process. Whether you require comprehensive project management or expert help to augment your own management team, our professional services program is flexible enough to deliver the level of support you need.

Services include:

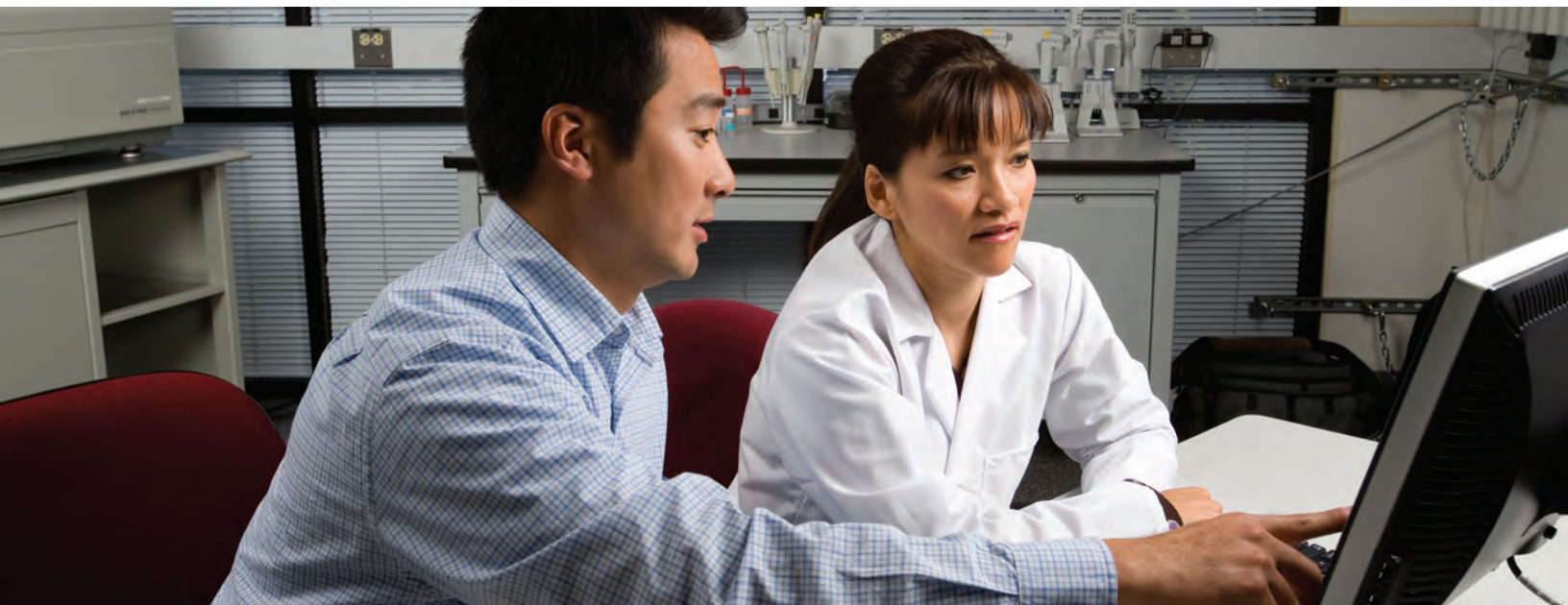
- Software integration
- Software validation
- Networking and database support

### Instrument and Application Training

Help increase the effectiveness of your laboratory personnel with AB SCIEX Technical Training Courses. Our courses include comprehensive, hands-on instrument training and applications based courses on a variety of topics. Courses are conducted at various AB SCIEX training centers worldwide.

### Analysis Referral Service

Let us help you to immediately ramp up throughput, accelerate discovery, and increase capacity without capital and infrastructure investment. We will put you in touch with a network of service providers who can assist you with your project. As appropriate, we can also provide application support, training and method development in conjunction with the service provider to get you the best combination of technical support, data quality, and low analysis costs.



# You invest in our technology. We invest in your success.

As the world leader in mass spectrometry, AB SCIEX solutions are backed by the industry's most extensive service and support organization. With a network of service professionals, experienced compliance specialists, and over 150 PhD application scientists worldwide, we are dedicated to supporting your technical needs and helping you get the most out of your AB SCIEX systems.

AB SCIEX service professionals are recognized as the most highly qualified in the industry. They are certified on our instrument platforms through a rigorous 4-step certification program, with re-certification occurring every two years. This award-winning program helps to ensure that you receive the most efficient, highest-quality, and most up-to-date service available for AB SCIEX products and technology. Choose from flexible service plans and a variety of services for the right level of support for your laboratory's needs and budget.

Our customer support network is available to provide expert assistance in the use and application of AB SCIEX products through a comprehensive range of services, including application support, technical service, and training.

Whether you access our service and support team by phone, email, on-site visits, or through our innovative remote monitoring technology, you can be confident that the AB SCIEX organization will be there for you.

For more information, visit [www.absciex.com/service](http://www.absciex.com/service)

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