

OUR SUPPORT

STInstruments





“**THEIR ADVICE,
AND SUPPORT
HAS BEEN
VERY
HELPFULL**”

We bought our first instrument from ST Instruments many years ago. ST Instruments' advice and support has been very helpful since then. When our microscope needed replacing, ST Instruments was our natural choice.

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*Prof. Dr. Rino Morent
Ghent Univeristy / Department of Applied Physics*

OUR SUPPORT

ST Instruments has more to offer than just a complementary range of products. A comprehensive team of excellently trained service engineers will provide rapid and reliable assistance in case you require any help.

We offer a broad range of services and our engineers are happy to provide support for:

- ✦ Calibration or validation
- ✦ Commissioning and Installation
- ✦ On-site troubleshooting
- ✦ Remote diagnostics
- ✦ Preventive maintenance plans
- ✦ Consumables
- ✦ Expert application guidance
- ✦ Training
- ✦ Facility requirements
- ✦ Site survey
- ✦ Relocation service



FAST REPLIES AND HIGH SERVICE LEVEL.

We were first attracted to ST Instruments because of their product range. We rely on ST Instruments as a partner and they stand out with their quick response and high level of service. That is why we returned to them for our next purchase.

Prof. Dr. Noemi Rozlosnik Technical University of Denmark / Department of micro- and nanotechnology.



PREVENTIVE MAINTENANCE

Our goal is to resolve any fault as quick as possible. However, we believe that regular maintenance checks are essential to prevent errors from occurring in the first place. Our products have a long service life, but just like your car, regular checks are necessary to ensure optimal performance. For that reason we advise customers to make use of our preventive maintenance plans.

Trained engineers check the condition, functionality and safety of your instruments. Potential faults are identified, worn parts are replaced before instrument failure occurs and negative economic consequences due to analysis interruptions are avoided. With correct inspection and reliable servicing, the measurement conditions of your instruments are maintained, thereby extending the lifetime and securing your investment.

Consistent quality and performance

Regular maintenance and system evaluation ensures that the conditions surrounding your sample are constant and reliable.

Reduction of costs

Maintained equipment is more efficient in consumable usage and analysis output resulting in lower costs and consistent analysis time.

Maximizing uptime

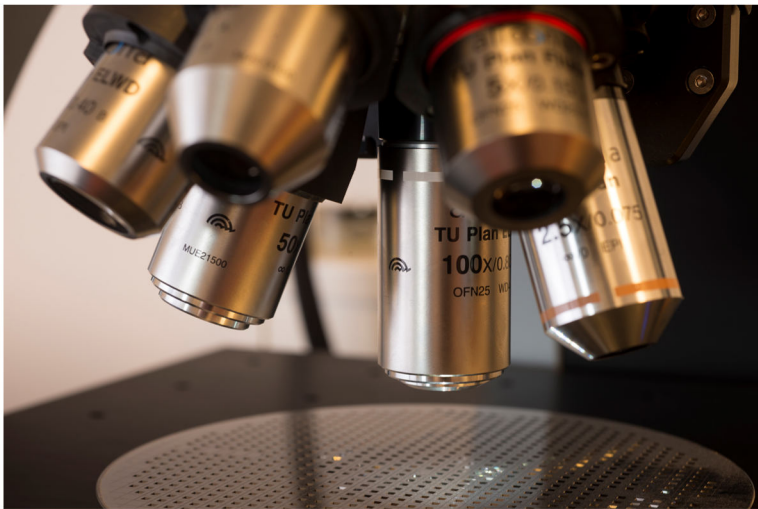
Regularly scheduled maintenance allows for a more organized planned service environment, minimizing equipment failure, costly repairs and business loss due to analysis interruptions.

Reliability and experience

Every ST Instruments service engineer is educated and certified to perform repairs and maintenance to extend the life and performance of your equipment.

PREVENTIVE MAINTENANCE PLANS

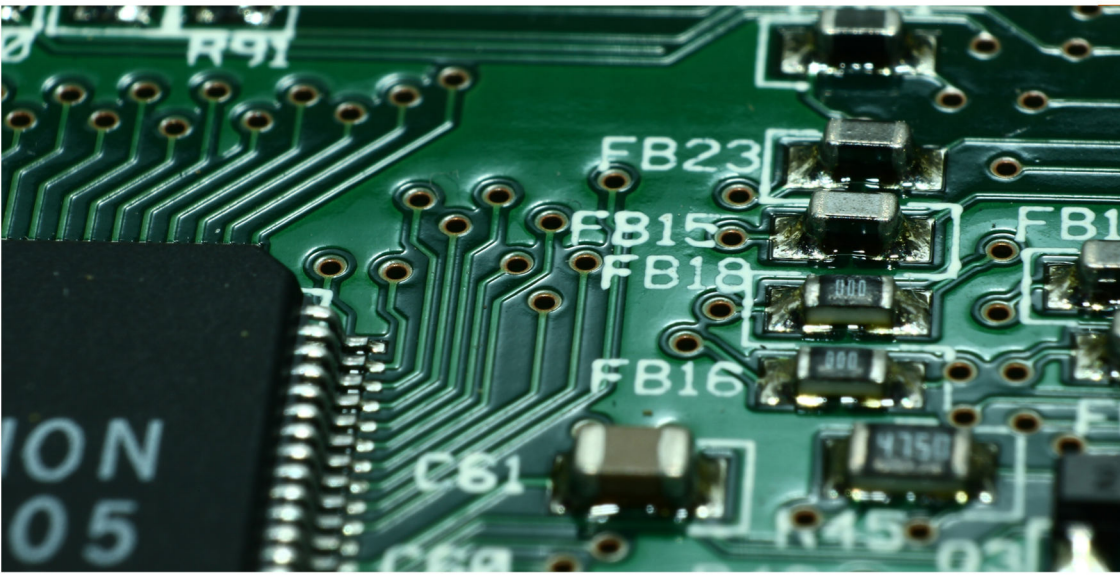
Preventive Maintenance Plans (PMP) are intended to keep your product running at its top performance. We understand that maintenance levels vary by specific needs and budget. Therefore, different preventive maintenance plans are available to accommodate all user specific wishes. Maintenance plans range from Ultimate Plans which leave no excuse for equipment failure, downtime and associated costs, to a Basic Plan with phone support, remote support and an annual maintenance visit. PMP customers receive top priority for service requests.



Preventive Maintenance Plan

	ULTIMATE	PREMIUM	STANDARD	BASIC
Preventive maintenance visit	1	1	1	1
Hotline phone support	Included	Included	Included	Included
Remote support (external login)	Included	Included	Included	Included
On-site emergency visit	Unlimited	3	1	Not included
System performance verification	Included	Included	Included	Included
Factory certified engineers	Included	Included	Included	Included
Replacement parts	Included	Included	Not included	Not included
Consumable parts	Included	Not included	Not included	Not included
Price of annual contract	\$\$\$\$	\$\$\$	\$\$	\$

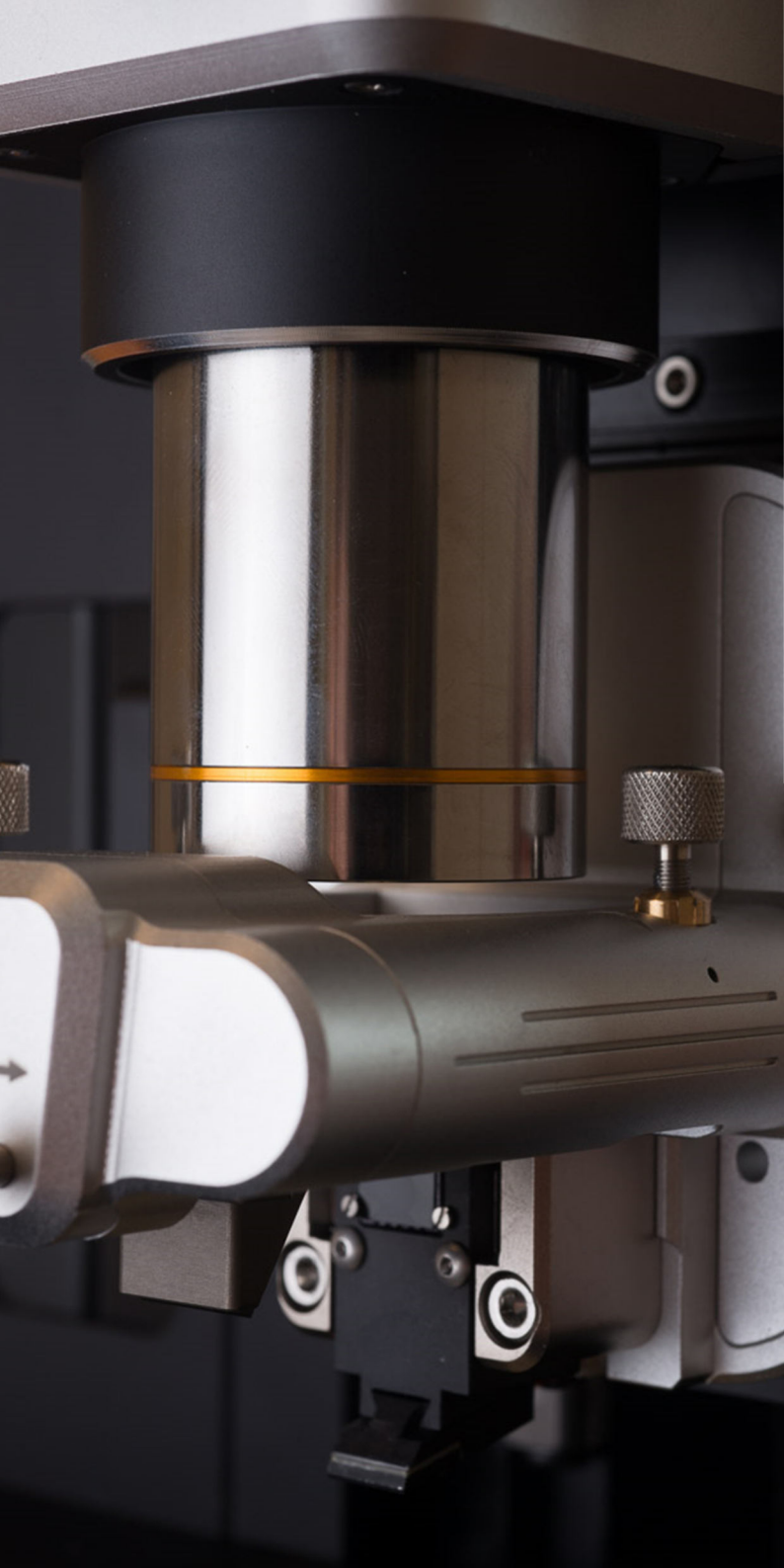
PMP BASIC



The Basic PMP combines the basic and most common services with low rates and flexible benefits that fit your business needs and budget. ST Instruments Basic PMP features one preventive maintenance visit on an annual basis to minimize downtime and maximize the operational life of your equipment. Furthermore, we offer priority response to your service call, free hotline phone support and factory certified engineers.

Each service is documented by a report together with a recommendation on use and future repairs. All services will be followed up by a phone call or email to assure that our service and equipment is living up to your expectations.

And if there is ever a problem, help is never far away.



PMP STANDARD

Besides all benefits listed in a Basic PMP, we offer a standard PMP to assure the instrument always perform to the highest standard.

With a Standard PMP we offer technical Evaluation of your instrument every year. Benefits of this contract include one corrective visit free of charge.

PMP PREMIUM

Besides all benefits listed in a Standard PMP the Premium PMP assures companies and institutes that they can rely on their instruments and avoid costly repairs.

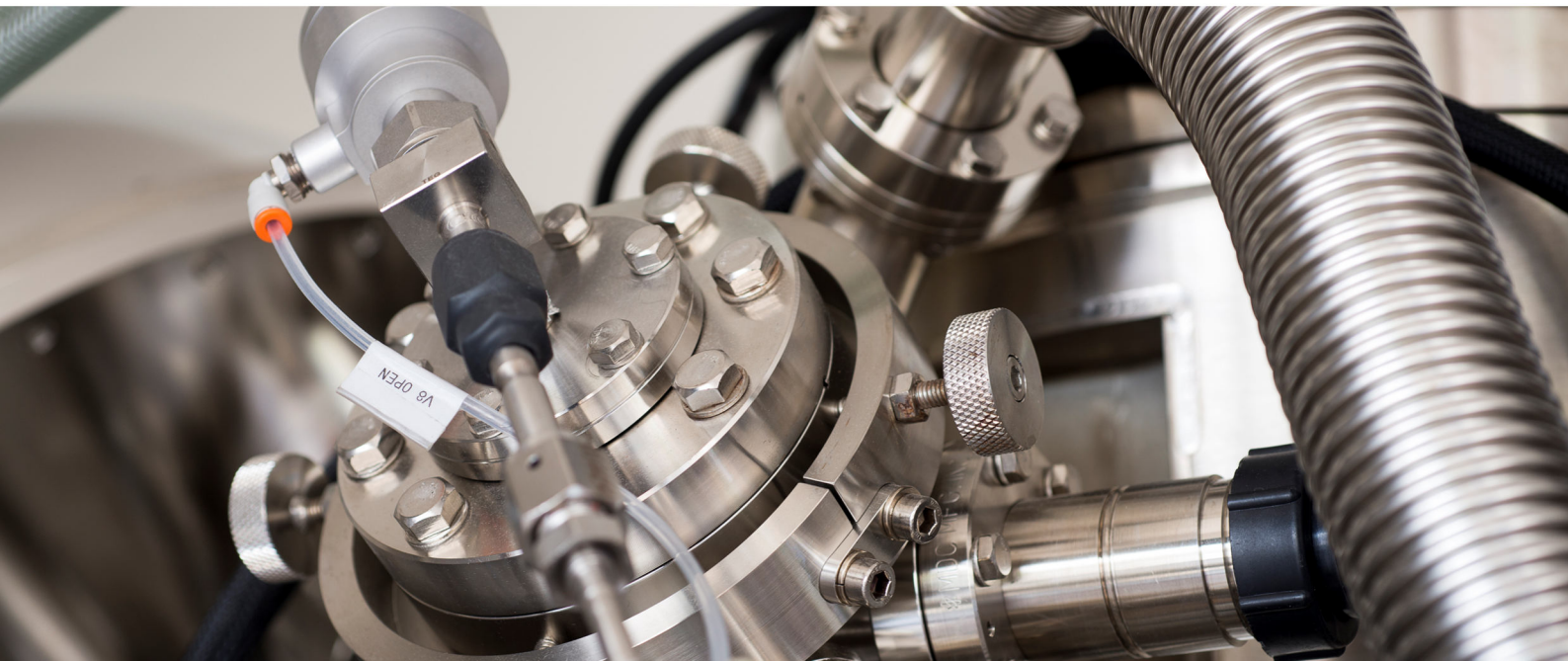
With a Premium PMP we offer technical evaluation of your instrument every year. Benefits of this contract include three corrective visits and replacement parts free of charge.

PMP ULTIMATE

The PMP Ultimate is an ideal preventive maintenance plan for companies and institutes dependent on their instruments every day. The instruments are designed, assembled and tested to very high standards, but components and technology used in today's equipment are extremely complex and expensive to repair.

Imagine a plan that leaves no excuse for equipment failure, downtime and associated costs. With an ultimate preventive maintenance plan it is all possible! Besides all benefits listed in Basic, Standard & Premium PMP this service plan features the best practice to get the most out of your system. We know downtime is costly and with this service plan we offer unlimited site visits and free replacement parts and consumables at breakdown.

For customers with an ultimate maintenance plan we assure the highest standard ever.



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