





# EXPERT SERVICE WHEN YOU NEED IT

Imagine... an instrument in your lab is down unexpectedly and samples are piling up. With no ability to complete your analyses and keep your lab running efficiently, you're left needing help.

We've all been in this position. That's why we proudly created our **best-in-class** laboratory service and support that works with you to address your unique needs and keep your lab up and running with confidence. We take a proactive approach with our customers, scheduling regular preventive maintenance checks to help maximum uptime for your lab and minimum inconvenience for you.

We always put our customers first. Our success depends on yours, so you can be sure you'll always get prompt service and unrivaled results. We'll help you get back to your science as quickly as possible.

## HOW CAN WE HELP YOU?

Maintaining labs is never easy, especially when an instrument is down. We know you're responsible for the performance of your laboratory, and we make sure nothing holds you back. Read on to see how our lab service and support can help relieve your common challenges.

#### **YOUR CHALLENGES**

## One of your instruments has

unexpectedly gone down.

You need your lab up and

running as fast as possible.

### **OUR SOLUTIONS**

Our dedicated service professionals are available to help whenever you need us most. We are proud of our **on-site response times and first-time fix rates.** We will have your lab up and running in no time.

Service agreements can be difficult to comprehend and might not be flexible enough for your needs.



Our **flexible service agreements** are easy to understand and they save you money over time, along with other valuable benefits. You decide which package works best for you based on your budget and needs.

It can be difficult and time-consuming working with different service people based on availability.



We have trained resources that are **dedicated to your lab**, ensuring wherever possible, you work with the same service specialist each time.

Service providers don't always have the knowledge or expertise to fix the problem efficiently.



Our service engineers **are certified** and have a proven track record. Plus, on average, our engineers have **more than**15 years of experience, reducing errors and increasing performance.

Recommended additional training of new recruits and more advanced sessions for existing personnel.



We provide expert training, on-site, and off-site at one of our **Center of Excellence** locations. Our training programs ensure success with applications and instruments.

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# INCREASE PRODUCTIVITY REDUCE DOWNTIME

A warm welcome, a sincere thank you, a trusted relationship – those are what you can expect with our services and support. We'll provide you with a dedicated service professional who understands your needs and can get your lab up and running quickly and efficiently.

We offer you expert service, specialized training, and professional application and software support. With the quickest response times and highest first-time fix rates, our field service engineers, manufacturing site technical service, and research and development teams are here at your disposal to ensure maximum uptime.

You need your instruments to be reliable and running with minimal downtime, and you want flexible service agreements that are easy to comprehend. We understand, and we're here to help.

### Service by the Numbers

There when you need us – we always put our customers first. On average\*, we aim to achieve:

Greater than 85% first-time instrument fixes

Less than 72-HOUR instrument fix

Less than 48-HOUR on-site response time

3-HOUR reaction time

\*Data taken over a 12-month period in 2018. The average result from all completed visits.

"We're extremely satisfied with the super quick service. As you know, we run a very high-throughput laboratory and even a single day's work lost makes a difference for us." – R&D manager

# SERVICE DOWN TO A SCIENCE

## Choose the Plan That's Right for Your Laboratory

Our service contracts offer uninterrupted, dependable instrument repair and maintenance to minimize downtime, extending the life of your instrument.

#### **Platinum**

Provide the highest level of service and peace of mind through priority response times, preventive maintenance, and unlimited repairs.

#### **Gold**

Enhance laboratory productivity by maintaining instrument efficiency with priority response, remote technical support and regular preventive maintenance.

#### Bronze

An excellent and cost-effective way to extend all the benefits of a first year instrument warranty.

"Having a service contract in place is critical to our business as we can't afford system downtime. We rely on PerkinElmer to ensure our instruments are maintained and run at their maximum capacity."

- Finance Director

ENTITLEMENTS	PLATINUM	GOLD	BRONZE
Response Time <sup>1</sup>	Remote Support within 4 hrs. Onsite in 24 hrs	Onsite In 3 Business Days	Onsite In 3-5 Business Days
Emergency Break Down Visits	Unlimited	Unlimited	Unlimited
Repair Service Parts <sup>2</sup>	Included	Included	Included
Travel to Your Location <sup>3</sup>	Included	Included	Included
Preventive Maintenance Visits	1 or 2 Annually	1 or 2 Annually	-
Technical and Remote Support <sup>4</sup>	Extended Local Hours	Regular Hours	Regular Hours
Software Updates⁵	Included	Included	Included
Operational Qualification Services Discount	10%, Includes OQ Pass <sup>6</sup>	10%	-
Hardware and Software Upgrades Discount <sup>7</sup>	Installation Services Included	15% Installation Services	10% Installation Services
Assigned Account Manager	Included	-	-
Discount on Training <sup>8</sup>	20%	15%	10%

<sup>1.</sup> All response times vary by region, are based on a 'best effort' basis and apply to PerkinElmer's standard business hours for the local region, excluding nationally recognized business holidays. Please consult your local service engineers for additional information.

- 2. Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details.
- 3. Zone 1 travel is 100% included in service plans that include onsite travel. Travel outside Zone 1 may incur additional costs.
- 4. Technical and remote support hours are, unless otherwise noted, 9am-5pm EST. Extended local hours available in early 2021.
- 5. Software updates do not include software upgrades.
- 6. When performed with a PM, any requalification required completed at no charge. Does not apply to any qualification failures due to end user, method development or application.
- 7. Discounts applicable to installation services only and do not apply to hardware/software product purchases.
- 8. Excludes training related to the following products: Informatics, diagnostics, all imaging instruments, automation & liquid handling, high content screening, radiometric detection, newborn screening and microplate readers.

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# SERVICE DOWN TO A SCIENCE

## Additional Solutions to Meet Your Needs and Your Budget

Feel secure in maintaining PerkinElmer equipment with flexible options to support your service needs and your budget.

**Fundamental Plan** A cost-effective plan that covers one annual repair and 1 PM for less-critical equipment with response times within 3-5 days to get systems up and running again.

Preventive Maintenance Plan Extend the lifespan for non-critical equipment with base-level preventive maintenance offerings.

**Remote Plus Plan** Minimize costs with this plan that provides remote support at the times you need it and a visit from a qualified engineer to help make sure your equipment is running smoothly.

ENTITLEMENTS	FUNDAMENTAL	PREVENTIVE MAINTENANCE	REMOTE PLUS
Response Time <sup>1</sup>	Onsite In 3-5 Business Days	-	-
Emergency Break Down Visits	1 Repair Visit Annually	-	-
Repair Service Parts <sup>2</sup>	Included in 1 Repair Visit Annually	-	-
Travel to Your Location	Included <sup>3</sup>	Included <sup>4</sup>	-
Preventive Maintenance Visits	1 PM Visit Annually	1 or 2 Annually	STAR Visit <sup>9</sup>
Technical & Remote Support⁵	Regular Hours	Regular Hours <sup>6</sup>	Regular Hours
Software Updates	Included	Included with PM	-
Discount on Billable Service	10%	10%	10%
Operational Qualification Services	Optional	Optional	-
Hardware and Software upgrades discount <sup>7</sup>	-	-	-
Assigned Account Manager	-	-	-
Discount on Training <sup>8</sup>	5%	5%	5%

All response times vary by region, are based on a 'best effort' basis and apply to PerkinElmer's standard business hours for the local region, excluding nationally recognized business holidays. Please consult your local service engineers for additional information.

<sup>2.</sup> Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details.

<sup>3.</sup> Zone one travel is 100% included for the one repair visit and 1 PM visit annually. Any additional repair visits do not include travel.

<sup>4.</sup> Zone one travel is 100% included for the 1 or 2 preventive maintenance visits only. Any repair visits do not include travel.

<sup>5.</sup> Technical and remote support hours are, unless otherwise noted, 9am-5pm EST. Extended local hours available in early 2021.

<sup>6.</sup> Limited technical support

<sup>7.</sup> Discounts applicable to installation services only and do not apply to hardware/software product purchases.

<sup>8.</sup> Excludes training related to the following products: Informatics, diagnostics, all imaging instruments, automation & liquid handling, high content screening, radiometric detection, newborn screening and microplate readers.

<sup>9.</sup> STAR visit is an onsite wellness visit that does not include repair or PM service.

# WE'RE SERIOUS ABOUT OUR SERVICE

When it comes to training and application support, we make sure your lab is skilled in dealing with small maintenance tasks. Our dedicated team of experts provides in-depth knowledge and hands-on guidance of the instruments. Application specialists provide training and support to ensure the best outcome for your lab. We know compliance is important to the success of your lab. From product documentation to compliance, validation, and calibration services, we ensure you're armed with everything you need to meet regulatory requirements.



### **Application Support:**

Facing challenges with your applications?

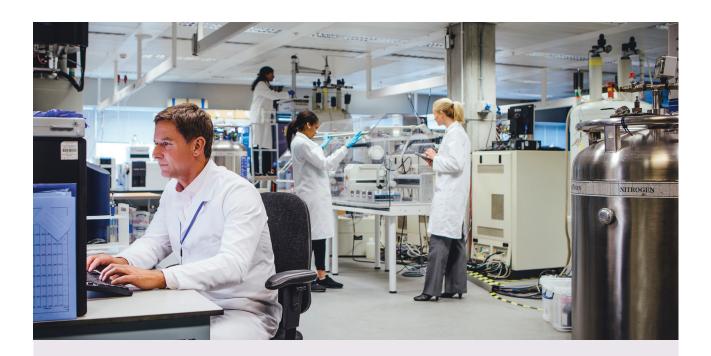
Our application specialists and service engineers will get you up to speed on application support and development. From hands-on instrument guidance to small maintenance tasks, you'll learn best practices, tips and tricks, and troubleshooting to ensure you're armed with the information you need to achieve the best outcome.

### **Training:**

Our training program helps to ensures your success with our application and instruments. Learn to run the instrument efficiently, produce robust and reliable results, troubleshoot, and provide daily and monthly maintenance. The classroom trainings at our Center of Excellence locations range from basic to advanced techniques, give a hands-on experience in a laboratory environment and enable peer networking and collaboration. If you prefer a customized approach for training conducted at your location, we have options to address your specific challenges. Our basic onsite training provides the beginner or intermediate user with operations essentials to run the instrument at peak performance and is conducted by a certified PerkinElmer engineer. The advanced training provides optimizations and applications training conducted by a field applications scientist addressing your unique challenges. Both provide you with hands on training using your instruments in your facility. Whatever your needs we can offer the education solution that is right for you and your teams in the comfort of your own laboratory.

For more information please refer to our training brochure or contact your local Territory Account Manager.

"We are extremely satisfied with the technical support provided. PerkinElmer answers our requests in a short time and they show a deep knowledge and experience for solving all the technical problems. Our experience is that they fully understand the urgency of the problem and do the maximal effort to solve it in a reasonable time." - Research Biologist



### Compliance, Validation and Calibration Support Services:

Looking for audit-quality expert support, maximized uptime, and cost-effective compliance? We can help. In regulated industries, compliance with government and international standards requires documented verification that your systems are installed and functioning according to manufacturers' intended use. So, whether you need Installation Qualification (IQ) or Operation Qualification (OQ), our qualification services help you meet regulatory requirements. This is valuable also for laboratories that are not in regulated environments, as it provides added peace of mind that your instruments are working appropriately and producing high quality, reliable and reproducible data.

# SOLUTIONS

### **Your Path to Efficiency Starts Here**

Integrated suite of scalable service solutions and programs to help you improve value and achieve both scientific and business outcomes

# A Full Spectrum of Confidence for Laboratory Services





#### For more information visit PerkinElmer.com

To learn more about instrument service plans and additional services available from OneSource Laboratory Services, call 1-800-762-4000 or http://www.perkinelmer.com/lab-products-and-services/onesource/instrument-service-repair.html.

PerkinElmer, Inc. 940 Winter Street Waltham, MA 02451 USA P: (800) 762-4000 or (+1) 203-925-4602 www.perkinelmer.com

