



CompleteCare

Ongoing Support Package for Quantum Design MPMS Classic and XL Systems



As of 2016, Quantum Design International has ceased the manufacture of MPMS Classic and XL systems and declared these systems obsolete.

Therefore, the available service and support (including parts) for these system is now more limited. For those customers who still desire active support for their systems Quantum Design UK & Ireland are introducing a new package to provide support in maintaining these systems in good working order. This package will be available to purchase until at least December 31st 2020, at which point we can no longer guarantee the supply of parts and support for the repair of MPMS Classic and MPMS XL systems from Quantum Design International.

This support package will include:

- Priority phone and email support*
- Priority real time support via remote desktop software**
- A yearly 2 day preventative maintenance visit to your site
 - Performed in the 1st 3 months of your support contract
 - Run all installation system acceptance tests to verify system health
 - Test all working system options
 - Change rotary pump oil/change scroll pump tip seals
 - Inspect system for any damaged/broken hardware components
 - Any work that can be done on the system during the visit will be, excluding the cost of parts
- Software upgrades for existing options to the latest supported versions

* Phone, email, and real time remote desktop support are only offered during standard business hours, 8:30 am - 5:00 pm, Monday through Friday excepting UK holidays.

** For remote desktop support, the customer must ensure that the system PC is connected to the internet and Teamviewer is installed and running on the PC.

Assessment Visit

In order to assess whether your system is currently in good working order, and can be supported, you will require a 1 day chargeable site visit* at a cost of £600. After this visit we will issue a quote for either:

- A CompleteCare support contract

- Any remedial work required to bring your system back to good working order so that you can take advantage of a CompleteCare support contract

What if I don't purchase a support contract?

As of February 2018 the following conditions will apply to support of Quantum Design MPMS Classic and XL systems:

- Limited support on a best effort basis

- Systems under support contract will be given priority

- Depending on system faults, we may have to decline support

- All customers will have free access to the Quantum Design Pharos Digital Library database which contains all of the support documentation for these systems and the latest versions of the MPMS MultiVu software and system firmware so customers can support their systems themselves

To register for your Pharos account, please visit Quantum Design's website:

www.qdusa.com/register/account/login.

Exclusions

This support contract does not include the cost of parts or service visits for repair beyond the 2 day system health check, but we are happy to quote and supply parts to until December 31st 2020. It also does not include EverCool maintenance. For information on Evercool maintenance, please see our CryoCare maintenance packages.

* No repair work will be done during this visit. The visit is only for assessment purposes.



For More Information and Pricing Please Contact our Service team on +44 (0)1372 378822

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