



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**
- 20% discount on service visit pricing

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 by Quantum Design UK and Ireland service on a best effort basis, where systems under support contract will be given priority
- Depending on system faults, we may have to decline support
- **All customers 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, but we are happy to quote and supply parts to until December 31st 2020. It also does not include support for iQuantum Helium-3 options or maintenance of Evercool systems. For information on Evercool maintenance, please see our CryoCare maintenance packages.



For More Information and Pricing Please Contact our Service team on +44 (0)1372 378822 or Email service@qd-uki.co.uk

* 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.