Quantum Design
UK AND IRELAND

CompleteCare Service Plan

Service and maintenance plans for your Quantum Design PPMS System

Providing peace of mind service support plans beyond the 12 month new system warranty

Quantum Design UK and Ireland has introduced a new CompleteCare service and maintenance plan to support your system beyond its initial warranty period. Although chargeable, you can select one of 3 levels of extended service that match your service requirements ensuring that your system receives ongoing maintenance and support.

CompleteCare at a glance:

- 3 levels of CompleteCare (Bronze, Silver, and Gold) service and support cover available
- Extends maintenance support beyond the systems warranty
- Additional 1 year extended warranty available for new systems
- Local UK based service engineer
- Silver and Gold plan levels include a 2 day annual preventative maintenance visit
- All plan levels offer remote diagnostics (customer internet connection to system required) and priority e-mail/telephone support
- Gold level offers guaranteed response time for onsite service
- All levels include a 10% discount on the service visit daily rate
- Base packages cover instruments with two options, additional options will increase cost
- If you have a He-3 or DR option, coverage can be negotiated

Distributed by Quantum Design UK and Ireland, 1 Mole Business Park, Leatherhead, Surrey KT22 7BA, UK | T: +44 (01372) 378822 | F: +44 (01372) 375353 | **www.qd-uki.co.uk**

CompleteCare plans offer:

CompleteCare plans	CompleteCare Bronze	CompleteCare Silver	CompleteCare Gold
Priority telephone, e-mail, and Teamviewer remote support*	Unlimited (Typically within 24hrs)	Unlimited (Typically within 24hrs)	Unlimited (Typically within 24hrs)
On-site Response time	No Guarantee (typically 2 weeks)	No Guarantee (typically 2 weeks)	1 Week
On-site repair visits (travel and labour)	Not included	Includes 1 day of service work per year***	Includes 3 days of service work per year***
System health check Visit including commissioning tests on system and all options**	Not Included	2 day visit per year	2 day visit per year
Software upgrades to existing systems and option	Included	Included	Included
Consumables	Not Included	5% discount on service parts and consumables	7.5% discount on service parts and consumables

* During regular business hours 8:30 am -17:00 pm Monday to Friday excluding Holidays.
** To verify system is in good working order.
*** Does not include costs of parts or consumables (such as Helium-3 or Helium-4) needed for repairs.

Pricing Available On Request

If your system is no longer under warranty, you will require a one day chargeable site visit to assess whether your system is currently in good working order and can be supported.

After this visit we will issue a quotation for either:

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

For Service support quotations or general enquiries, please contact:

Dr Jordan Thompson
Quantum Design UK and Ireland Service Engineer
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General Conditions:
i) Working days as defined by UK work law
ii) **Contract Law:** All contracts are deemed to have been made in the UK and shall be governed in all respects by UK law and the UK Courts shall have jurisdiction to settle any disputes that may arise out of or in connection with any contract. This contract only applies to systems delivered and installed by Quantum Design UK and Ireland.

Exclusions:
This support contract does not include the costs of parts or service visits for repair beyond the 2 day system health check unless otherwise specified. It also does not include EverCool maintenance. For information on EverCool maintenance, please see our CryoCare maintenance packages.