



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 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
- 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

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 3 days of service work per year**	Includes 5 days of service work per year**
Software upgrades to existing systems and option	Included	Included	Included
Consumables	Not Included	5% discount on service parts and consumables	10% discount on service parts and consumables
Service visit daily rate discount	10%	10%	10%

* During regular business hours 8:30 am -17:00 pm Monday to Friday excluding Holidays.

** 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 enquires, please contact the Quantum Design UK and Ireland Service Team at:

E-mail: service@qd-uki.co.uk

Tel: +44 (0)1372 378822



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 of any issues uncovered during the system health check unless otherwise specified. It also does not include EverCool maintenance. For information on EverCool maintenance, please see our CryoCare maintenance packages.