

HUMAN HEALTH

ENVIRONMENTAL HEALTH



EXPERT SERVICE
WHEN EVERY
SECOND COUNTS

OneSource Service Contracts


PerkinElmer[®]
For the Better



PerkinElmer OneSource[®] service contracts provide dependable coverage to reduce laboratory costs, minimize downtime and enhance scientific productivity.

Did you know that the average lab can lose about \$15,000 when a key instrument fails? And losses can be even higher. High-volume labs can see losses greater than \$65,000 per failure.¹

Having your instruments under a service contract will guarantee a quick response time from our dedicated engineering team. PerkinElmer's world-class service engineers undergo a rigorous curriculum development program which includes a data-driven recertification process for continuous improvement. They deliver an excellent first-time fix rate ensuring your laboratory gets up and running as soon as possible.

Service plans are also the best way to maximize your instrument investment and avoid the high costs associated with instrument failure. Unexpected instrument failure not only disrupts laboratory productivity, but can be expensive to fix. Choosing a service contract that provides breakdown coverage insures you against unexpected costs.

In addition, regular preventative maintenance will ensure your instrumentation is fully optimized, increasing the efficiency of your laboratory and extending the lifetime of your instrument.

Consider combining your scheduled preventative maintenance work with instrument qualification in a single visit to minimize disruption to your laboratory.

We offer the most robust compliance solution in the industry. With our suite of qualification services covering all technologies, from a classical paper-based solution through to a metrology-based approach, we can help your laboratory produce accurate and compliant results, day after day.

Choose the OneSource plan that's right for your laboratory

OneSource Comprehensive

For laboratories where maximizing instrument uptime is critical to laboratory performance. A response within 48 hours ensures your laboratory stays on track.

OneSource Basic

For laboratories looking to optimize instrument performance, regular preventative maintenance is essential.

OneSource Repair

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



Key Benefits of PerkinElmer Service Contracts:

- Insures against the cost of unexpected instrument failure
- Ensures optimum instrument performance
- Helps to control service costs
- Ensures accurate and reproducible results
- Adheres to regulatory compliance standards

Choose the plan that's right for your laboratory

		Comprehensive	Basic	Repair
Service Plan Core Features	Priority Response ²	Within 48 hours	-	-
	Preventative Maintenance visits	2	1	-
	Training Discount ³	15%	5%	-
	PerkinElmer Certified Parts ⁴	✓	✓	✓
	Travel to Your Location ⁵	✓	✓	✓
	Emergency Breakdown visits	✓	✓	✓
	Technical & Software support	✓	✓	✓
Options	Premium Qualification Solutions	optional	optional	optional
	24-hour Response Time ⁶	optional	-	-

1: Figures are estimates only and based on a PerkinElmer study of research and manufacturing laboratory environments where repair costs, lost productivity, and other variables were considered. 2: Priority response varies by region and is based on a 'best effort' basis. Please consult your local service engineers for additional information. All service plan partners receive service prior to variables were considered. 3: Training discounts exclude certain LABWORKS™/LIMS Training. 4: Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details. 5: Zone 1 travel is 100% included in all Service Plans. Travel outside Zone 1 may incur additional travel costs. 6: Only available to select Comprehensive Plan partners. Please consult your local service manager for availability and pricing.

The PerkinElmer OneSource Advantage

PerkinElmer OneSource® Service Plans	Technical Competency	Proven Track Record	Service Excellence	Service Support	Service Focus
	PerkinElmer develops, manufactures and supports the broadest range of instruments, reagents and consumables in the industry – giving us unparalleled knowledge and depth of expertise.	With over 75 years of experience, PerkinElmer is a company you can count on to be there when you need us.	PerkinElmer fields the largest and most experienced service force in the industry. Our factory trained and certified engineers have an average of 15 years of experience maintaining leading-edge scientific equipment.	Six Sigma, Service CRM, the ALERT network and regional support enable PerkinElmer to provide the best service in the industry.	PerkinElmer has a dedicated service business for all leading technologies and manufacturers – OneSource Laboratory Services.

OneSource is the Only One You Need

From preventative maintenance and repair to qualification, calibration and laboratory relocation, we're the only source – the ONE source – you need to help optimize your operations and cost-effectively manage laboratory assets throughout their entire lifecycle.

We pride ourselves on offering the world's most complete portfolio of laboratory services. So, no matter what the name on the front of an instrument and no matter what the technology inside, we have the knowledge and expertise to take care of it.

OneSource Services

- Instrument Service and Repair
- Qualification and Validation
- Analytical Method Services
- Asset Procurement & Disposition
- Laboratory Relocation
- Scientific IT Services
- Business Intelligence Solutions

To learn more about instrument service plans and additional services available from OneSource Laboratory Services, call 1-800-762-4000*

For a complete list of our global offices, visit www.perkinelmer.com/ContactUs

OneSource

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



* Phone number is for US and Canada only. For a complete listing of our global offices, visit www.perkinelmer.com/ContactUs

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