

PerkinElmer OneSource Laboratory Service Repair Plan Options



Maximize Instrument Investment With Industry-Leading Service Contracts Designed to Help Protect PerkinElmer Equipment.

Overview

PerkinElmer instruments include a 12-month warranty at our OneSource® laboratory services Bronze coverage level. OneSource service contracts allow you to extend instrument coverage beyond the first year. Service contracts are designed to help protect a customer's investment in PerkinElmer instruments by ensuring services are provided by trained service engineers who undergo a rigorous curriculum development program, which includes a data driven recertification process for continuous improvement.

Types of Service Plans

Platinum

Platinum Service Plan includes labor, necessary replacement parts,¹ travel to your location,² emergency breakdown visits,³ plus one or two preventive maintenance visits annually, and a 15% discount on training. 24 hour response time may be available in some circumstances.⁴

Gold

Gold Service Plan includes labor, necessary replacement parts,¹ travel to your location,² emergency breakdown visits,³ one or two preventive maintenance visits annually, technical and remote support, and a 10% discount on training.

Bronze

Bronze Service Plan includes labor, necessary replacement parts,¹ travel to your location,² emergency breakdown visits,³ technical and remote support, and a 5% discount on training.



Service Details

24 Hour Response Time

24 hour response time is only available to select Platinum Service Plan customers. Please consult your local service manager for availability and pricing.

Depot Repair

For select instruments only, ship your PerkinElmer instrument to our Service Repair Centers (SRC) for return-to-factory or depot repair services. Please contact your local service manager for availability and additional information.

Discounts

Discounts provided under certain service contracts for select training courses and consumables purchased are applied to PerkinElmer's then prevailing list price and may not be combined with any other discounts, offers or promotions.

Labor

Onsite support is available during PerkinElmer's standard business hours for the local region, excluding nationally recognized business holidays.

Operational Qualification (OQ)

Operational Qualification is the documented collection of activities necessary to establish that an instrument will function according to its operational specification. Operational Qualification services are not included as part of a service plan, but can be added to service contracts for an additional fee.

PerkinElmer Certified Parts

Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details.

Preventive Maintenance

Maintenance services that are performed at specific intervals based on the level of coverage purchased. The maintenance required is based on the complexity of the instrument and is commonly performed one to two times per year, and is performed while the equipment is operational.

Priority Response

Priority response is available to all service plan customers; it is based on a best effort basis and may vary by region. Please consult your local service managers for additional information.

Radian™ Remote Diagnostic Services

Radian™ is a proactive software-based alert system that enables the identification of component failures before they happen allowing for potential action that may help reduce instrument downtime and cost.

Remote Support

Working through a secure internet connection, we can help to diagnose and resolve your instrument or software related problems.* Remote support service is available at all contract levels for certain PerkinElmer products. Contact customer care for to confirm instrument compatibility.

** In the event that your instrument or software, covered under contract, requires a repair that cannot be corrected remotely, a OneSource Service Engineer will be dispatched.*

TRAINING

Service plans do not include customer training or services related to the relocation of instruments unless otherwise specifically stated in writing by PerkinElmer. Training services available for purchase include the following:

Advanced Onsite: Optimization Training and Applications

In-depth training at customer location conducted by Field Application Scientists. Areas covered include in-depth instrument operations, detailed software operations, method optimization, applications and troubleshooting.

Basic Onsite: Operation Essentials

Hands-on instrument training conducted by a certified service engineer at a customer's location that covers system overview, basic principles, setup and sample analysis, software operations and data acquisition.

Classroom

Classroom courses are conducted by faculty and offered at PerkinElmer Centers of Excellence located throughout the Americas, Europe and Asia. Topics range from important theoretical constructs to applied techniques, specific methodologies, and optimization of instruments and software.

Familiarization

As part of the instrument installation, the engineer will review basic operation of the instrument with the customer and explain safety, warranty and service contracts, and training options available.

SERVICES AVAILABLE ONLY FOR *IN VIVO* PRODUCTS

***In Vivo* Bronze**

Includes PerkinElmer certified parts,¹ travel to your location,² emergency breakdown visits,³ technical and software support, and acknowledgement of the support/service request within 24 hours.

***In Vivo* Gold**

OneSource Basic includes all the features of *In Vivo* Bronze (above), plus one preventive maintenance visit, 5% advanced training discount and two attendees per quarterly *In Vivo* University course.*

* *In Vivo* University trainings are subject to minimum enrollment.

References

- ¹ Excludes all consumables and may exclude additional parts based on instrument type.
- ² Additional travel costs may be incurred depending on specific location.
- ³ All customer emergency breakdowns should be submitted through the Technical Support group at 800-762-4000.
- ⁴ 24 hour priority response is available to select Platinum Plan customers, consult your local service manager for availability and pricing.