

# The Cryofree® Toolkit

## OiService® Support Plans – A step-up from warranty

Your system is supplied with standard warranty to cover for the unexpected however for greater peace of mind we advise you invest in an **OiService** Support Plan.

Introducing **OiService**® Support Plans to best suit your support and service requirements, maximise system uptime, reduce and manage service and maintenance costs, prevent unplanned interruption, extend equipment life, budget more efficiently with single-source support including third party equipment.

Working to ISO 9001:2015 quality standards, our highly-skilled service engineers provide rapid support and world-wide coverage, from local service hubs in UK, USA, Germany, China, Japan and India with priority access to dedicated service support inventory of replacement parts.

- **Bronze Support Plan:** Dedicated support and reduced service costs
- **Silver Support Plan:** Maximise uptime, service parts and labour included
- **Gold Support Plan:** Ultimate support and complete peace of mind
- **Platinum Support Plan:** Fully customised support tailored to your unique needs
- **Extended Warranty:** Once the standard warranty expires

**OiService**®

**Oxford instruments worldwide service team**



**Service hubs: UK, USA, Germany, China, Japan and India**



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## OiService® Support Plans for your Oxford Instruments system

Support Plan benefits	Extended warranty on parts and rapid on-site support	On-site training	10% discount on non-contract service	10% discount on spares and upgrades	Key Account Engineer	Shipping costs included	Service parts included at no additional cost	Priority access to service exchange inventory and replacement parts	Annual maintenance visit by trained engineers	Software and firmware upgrades	Access to technical helpdesk
Platinum	Customised support tailored to your unique needs										
Gold			✓	✓	✓	✓	✓	✓	✓	✓	✓
Silver						✓	✓	✓	✓	✓	✓
Bronze									✓	✓	✓
Warranty	✓										✓

### OiService® Support Plan benefits

- A dedicated Support Plan Engineer serves as a single point of contact, backed by technical experts in global support hubs to ensure your critical needs are given the highest priority
- Customers can rely on fast response emergency on-site support
- Oxford Instruments covers the costs of shipping all service items
- Service replacement parts for third party equipment are included at no additional cost
- Support Plan customers gain priority access to critical service stock inventory
- 10% discount on spares and upgrades available at cryospares.com
- 10% discount on non-contract service such as relocation
- Customers receive proactive support during scheduled annual preventative maintenance visit including a general system health check and third party components such as turbo pump, circulation pumps, helium compressor adsorber
- Free access to regular software and firmware updates and enhancements
- Free access to local helpdesk
- Warranty extension option when your standard warranty expires

**Note:** Support Plan coverage varies with product range. Please contact your local sales representative for further details. All products are supplied with standard warranty.

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