

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, proactive system maintenance and annual system health checks maximise system uptime, fix and manage maintenance costs, extend equipment life, budget more efficiently with single-source support including third party equipment.

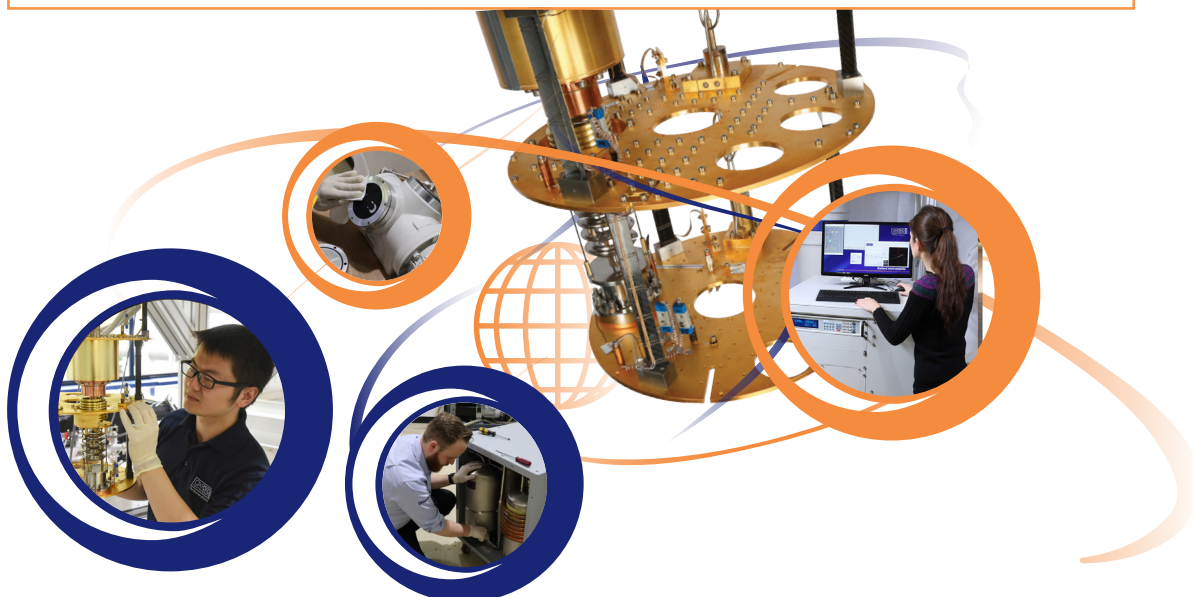
Working to ISO 9001:2015 quality standards, our highly-skilled service engineers provide rapid support and world-wide coverage, from local service hubs in UK, USA, Germany, China, Japan and India with priority access to dedicated service support inventory of replacement parts.

Bronze Support Plan: Dedicated support and reduced service costs

Silver Support Plan: Maximise uptime, service parts and labour included

Gold Support Plan: Key account support and complete peace of mind

Platinum Support Plan: Fully customised support tailored to your unique needs



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

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									✓	✓	✓
Extended Warranty	✓							✓			✓

Support Plan benefits:

- A dedicated key account 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
- Support Plan 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 that opt for 3 and 5 year plans will fix their servicing costs and will not be effected by price increases
- 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 system relocation or on-site training
- Customers receive proactive support during scheduled annual preventative maintenance visit and system health check including third party components such as turbo pump, circulation pumps, helium compressor
- Free access to regular software and firmware updates and enhancements
- Free access to local helpdesk

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

Visit nanoscience.oxinst.com or email nanoscience@oxinst.com

Main service locations: UK, USA, Germany, China, Japan and India

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