

# FossCare™ Support Plans



*FossCare™ Support Plans offer a range of standardised service products which combined with local additional services can be tailor-made to suit your business*

FOSS is pleased to announce a new range of support plans that ensure a consistent level of care for your FOSS instrument. Sign up for one of the new plans and simplify your budgeting of maintenance costs. You'll also gain peace of mind in the knowledge that with our Platinum plan there will be no unexpected repair costs during the period of cover.

A FossCare support plan includes regular preventive maintenance visits by well trained and certificated engineers, providing:

- Maximum uptime
- Minimised risk of unexpected repair costs
- Enhanced control of instrument performance
- Improved consistency of results
- Faster prioritised support
- Regular instrument safety checks

We'll work with you and provide the right solution for your business. For instance, you might wish to make a simple arrangement where we visit you once or twice a year and carry out scheduled maintenance on your equipment.

Alternatively, we can take full responsibility for your instrumentation including preventive maintenance, breakdown repairs and training.

You may also wish to take advantage of a software tool that helps you assess the importance of instrument uptime. You can estimate the financial impact of a production stop should an unexpected instrument breakdown occur. *Contact your local FOSS service office for further information.*

## **We don't sell instruments – we provide Solutions!**

The chart describes the standard elements included in each FossCare support plan which can be provided by all FOSS subsidiaries worldwide. In addition, each of our subsidiaries offers local complementary FossCare services for selected instruments depending on local market requirements. *Please contact your local FOSS representative for a tailor-made package to fit your specific needs.*

SUPPORT PLAN FEATURES	PLATINUM	GOLD	SILVER	BRONZE
DURATION	1-3 years	1-3 years	1-3 years	1-3 years
SCHEDULED PREVENTIVE MAINTENANCE VISITS*	2	2	2	1
ADDITIONAL PREVENTIVE MAINTENANCE VISITS	Optional	Optional	Optional	
ON-SITE TARGET RESPONSE TIME**	24h	48h	72h	Priority
TRAVEL EXPENSES FOR UNPLANNED VISITS	✓	✓		
ON-SITE LABOUR FOR UNPLANNED VISITS	✓	✓		
SERVICE SPARES FOR REPAIRS	✓			
PHONE SUPPORT (BUSINESS HOURS)	Unlimited	6h	4h	3h
SOFTWARE MAINTENANCE SUPPORT	✓	✓	✓	✓
INSTRUMENT SAFETY CHECKS	✓	✓	✓	✓

\* Subject to instrument type \*\* Subject to exceptions

## Support Plan Definitions

### Scheduled preventive maintenance

A number of pre-scheduled visits per year which include labour, travel and the preventive maintenance kit used during the visit.

### Additional PM visits

With a very high sample throughput, additional PM visits might be necessary in order to optimize uptime. Please consult your local FOSS service engineer for advice.

### On-site response time

The target response time at site during normal working days for visits within the normal service area (exceptions can apply in some markets for remote areas).

### Travel expenses for unplanned visits

All travel expenses related to unplanned visits.

### On site labour for unplanned visits

All labour expenses related to unplanned visits.

### Service spares for repairs

All service parts related to unplanned visits.

### Phone support (business hours)

Approximate number of included hours for each level (including software support).

### Phone support (outside normal business hours)

Please check availability in your local market.

### Software maintenance support including:

- Software updates (fixes and minor improvements)
- Telephone support
- Information about upgrades with enhanced capabilities

### Instrument safety checks

All instrument safety features are controlled, and if necessary adjusted, to optimize operator safety.

### Genuine FOSS parts

All FOSS wear and service parts, are manufactured to precise tolerances and materials specifications. Replacement with non-genuine wear parts can have a negative effect on more complex and costly parts, as well as the overall instrument performance.

### Trained service personnel

All maintenance and service is performed by technicians trained at FOSS headquarters and certificated through the FOSS Academy service certification process This guarantees the quality of the work performed on your instrument.

### FOSS Academy operator training

Professional product training is an effective method for reducing both operating and maintenance costs. Our training courses help your personnel to prevent unnecessary breakdowns and optimise the performance of your FOSS equipment. Please contact your local service office for further informations.

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