

# Optimal coverage

*when every second of uptime counts*

Comprehensive Service Plans from PerkinElmer's OneSource<sup>SM</sup> Laboratory Services

*Optimize your productivity and performance*



**On-Demand Repairs** – Service when you need it, ONE phone call away

- Factory-trained service engineers
- PerkinElmer certified parts<sup>1</sup>
- Travel to your site

**TWO Preventive Maintenance Visits** – Intensive sessions designed to prevent instrument failures and keep your instrument running at peak performance

**Priority Response**<sup>2</sup> – Comprehensive Plan holders receive service faster than other customers, typically within 48 hours of your initial call

**15% Off Training**<sup>3</sup> – In your lab, or at our modern learning centers, we have a number of training options to fit your needs

Peace of Mind comes from having the tools your lab requires to maintain optimum productivity and performance.

A Comprehensive Service Plan is the best way to maximize your instrument investment and avoid the high costs associated with unexpected instrument failure.



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.*<sup>4</sup>

**A Comprehensive Service Plan is a fixed-cost, holistic service offering that protects you from the high costs associated with lab downtime.**

- ✓ **TWO Preventive Maintenance Visits**
- ✓ **Priority Response repair coverage**
- ✓ **15% off Expert Training**

## The PerkinElmer OneSource Advantage

	TECHNICAL COMPETENCY	PROVEN TRACK RECORD	SERVICE EXCELLENCE	SERVICE SUPPORT	SERVICE FOCUS
<b>PerkinElmer OneSource<sup>SM</sup> Service Plans</b>	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 60 years of experience and numerous accolades, PerkinElmer is a company you can count on to be there when you need us.	PerkinElmer fields the largest & 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 us to provide the best service in the industry.	PerkinElmer is the only major life and analytical sciences manufacturer to have created a dedicated service business – <b>OneSource Laboratory Services</b>

**Call 1-800-762-4000\***

or email [onesourcena@perkinelmer.com](mailto:onesourcena@perkinelmer.com) to learn more about the Comprehensive Service Plan and additional services available from OneSource Laboratory Services

[www.perkinelmer.com/onesource](http://www.perkinelmer.com/onesource)

\*Phone number is for US and Canada only. For a complete listing of our global offices, visit [www.perkinelmer.com/lasoffices](http://www.perkinelmer.com/lasoffices)

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1: Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details. 2: In addition to priority response, 24-hour on-site response is also available in certain regions. 3: Training discounts exclude certain LABWORKS™/LIMS training. 4: 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.

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