

# Dependable instrument protection

*Have a cost effective plan in place for expert service when you need it.*

## Repair Service Plans from PerkinElmer

*Laboratory services to eliminate unplanned instrument repair expenses*

## Repair Service Plan



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

- Local factory-trained service engineers
- Authentic PerkinElmer® certified parts<sup>1</sup> included
- Travel to your location included<sup>2</sup>

### Repair services you can count on

A Repair Service Plan is an excellent and cost effective way to extend all the benefits of a first year instrument warranty throughout the life of your instrument. If eliminating unplanned expenses and worry-free expert service are an important part of your instrument purchase, consider protecting your instrument investment by adding a Repair Service Plan to your order.

***The Repair Service plan is ideal for small to medium laboratories seeking to maximize limited maintenance budgets and maintain instrument performance.***

## PerkinElmer Laboratory Services

Comprehensive Service & Support  
for Today's Results-Driven Lab

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





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>5</sup>

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

**The PerkinElmer Advantage:**

TECHNICAL  
COMPETENCY

PROVEN TRACK  
RECORD

SERVICE  
EXCELLENCE

SERVICE  
SUPPORT

**Three Service Plan Options – A local sales representative can help you select which is right for you**

	<b>Comprehensive</b> Maximum Uptime	<b>Basic</b> High Performance Assurance	<b>Repair</b> Managed Expense	
<b>Options</b>	Premium Qualification Solutions IQ/OQ & OQ (IPV) 24-hour Response <sup>3</sup>	optional optional	optional optional	
<b>Service Plan Core Features</b>	Priority Response <sup>4</sup>	Within 48 hours		
	Preventive Maintenance	TWO Annual Visits	ONE Annual Visit	
	Training <sup>6</sup>	15% off	5% off	
	PerkinElmer Certified Parts <sup>1</sup>	100% Included	100% Included	100% Included
	Expert Service Engineers	100% Included	100% Included	100% Included
	Travel To Your Location <sup>2</sup>	100% Included	100% Included	100% Included
	Online Support Resources	100% Included	100% Included	100% Included
	Responsive Technical Support	100% Included	100% Included	100% Included
Six Sigma & ISO 9001 Best Practices	100% Included	100% Included	100% Included	

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

or visit us at [www.perkinelmer.com/service](http://www.perkinelmer.com/service) to learn more about the Basic Service Plan and additional services available from PerkinElmer Laboratory Services

\*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)



1: Excludes all consumables. Certain parts may also be excluded based on instrument type. Please contact your local service engineer for details. 2: Zone 1 travel is 100% included in all Service Plans. Travel outside Zone 1 may incur additional travel costs. 3: Only available to select Comprehensive Plan partners. Please consult your local service manager for availability and pricing. 4: Priority response varies by region and is based on a 'best effort' basis. Please consult your local service engineer for additional information. All service plan partners receive service prior to non-service plan partners. 5: 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. 6: Training discounts exclude certain LABWORKS™/LIMS training.

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