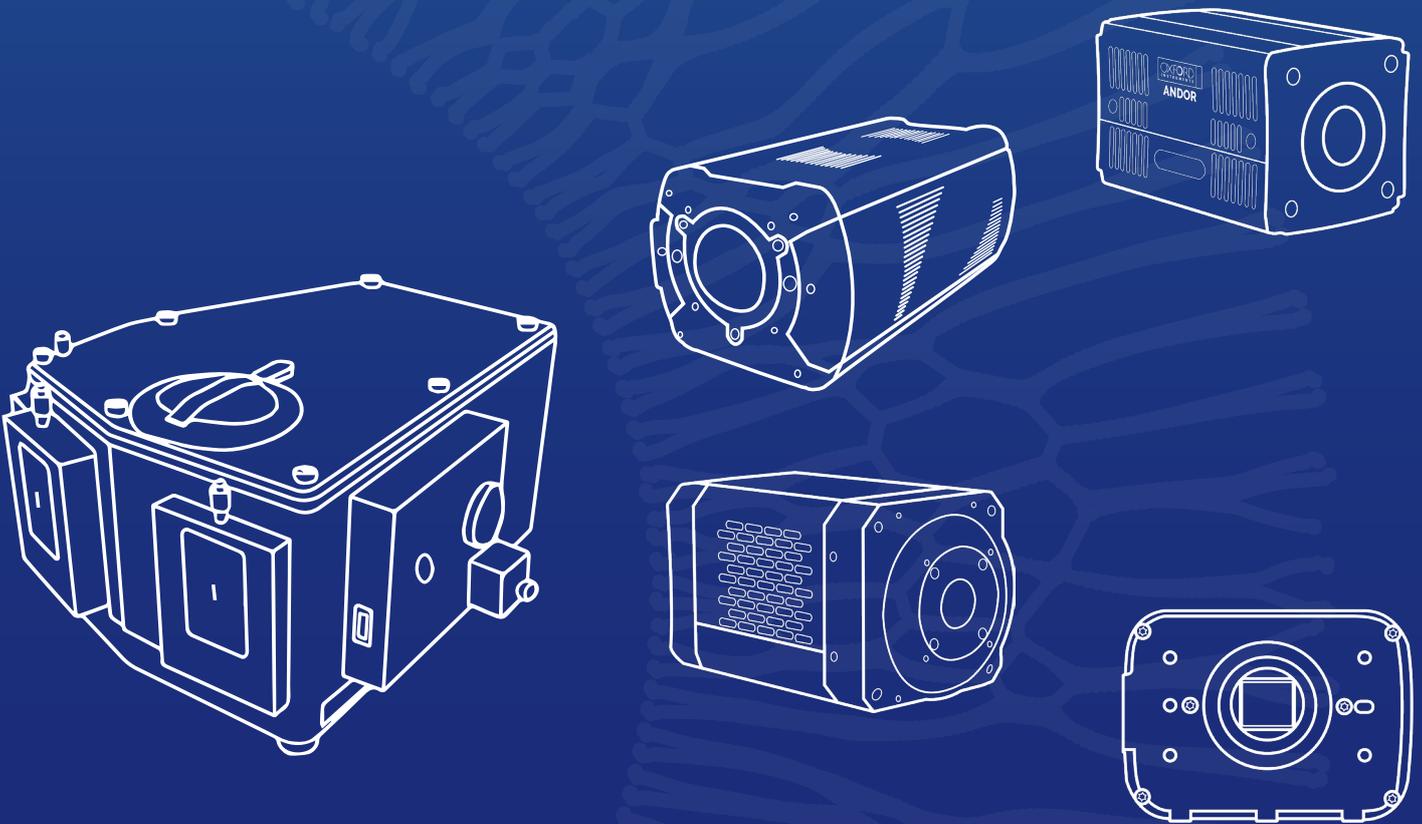


Camera & spectrograph customer assurance plan

Maintenance packages



Total care

A Customer Assurance Plan from Oxford Instruments gives you the ability to fix your hardware maintenance costs, thus eliminating the risk associated with unexpected expenses in the future. In addition our Customer Assurance Plan gives you a single point of contact for raising product issues, access to equipment experts, as well as entitlement to all new software releases made available during the period of the support contract.

There has never been a more important time to have a Customer Assurance Plan



Standard Terms and Conditions of Sale

The terms of a Customer Assurance Plan do not replace the warranties and liability terms as set out in Andor's Terms and Conditions of Sale document which is available at:

andor.com/terms

Full details of this maintenance contract are available on request.

Customer assurance plan



Andor Help Desk provides a convenient and reliable single point of contact. You will receive a prompt and efficient response to questions and issues associated with the operation of your product.



Under the customer assurance plan, customers benefit from a 20 business day repair guarantee. If this cannot be met, a loan product will be offered for the remainder of the repair period.



Having access to Andor's experts using the latest innovative techniques (TeamViewer & Live Assist) will ensure you are getting the most out of your Andor equipment.



Customers that are under the Andor assurance plan will be entitled to Solis and SDK software updates and patching for the duration of the agreement.

	Customer assurance plan	On-demand maintenance
Priority helpdesk support	●	-
Remote support via TeamViewer	●	○
Repair or replacement parts	●	○
Guaranteed repair time (Excludes iKon-XL models)	● 20 Business Days*	-
Software updates (Solis & SDK)	●	○
LiveAssist™ (Regional availability may differ)	●	○

○ Available at cost.

* Where not possible, a loan unit will be offered. Model and Variant may differ.

Innovative support techniques

TeamViewer

Allows us computer access over the internet, as if we were sitting with you on-site, particularly useful for training, remote upgrades or basic support. Support queries can be handled quickly, ensuring minimal downtime and inconvenience.



LiveAssist™

Using the very latest technology, we can enhance our response by digitally merging two real-time views, blending local and remote video streams to give or receive interactive help anywhere instantly.

- Instant virtual presence, with immediate guidance.
- Empowering you with our knowledge and support.
- Access to the experts within the global support network.
- Minimised operating costs.
- Maximised uptime.



Here for your peace of mind



Andor Help Desk provides a convenient and reliable single point of contact. You will receive a prompt and efficient response to questions and issues associated with the operation of your product.



Under the customer assurance plan, your component will have the highest priority in our factory for updating and repair.



Having access to Andor's experts using the latest innovative techniques (TeamViewer & Live Assist) will ensure you are getting the most out of your Andor equipment.



Customers that are under the Andor assurance plan will be entitled to Solis and SDK software updates and patching for the duration of the agreement.

For more information on our Customer Assurance Plans, please contact your account representative or visit www.oxinst.com/service-support/



Contact us

Please get in touch to find out how we can give you peace of mind while helping you reach your goals quicker.

Website

www.oxinst.com/service-support/

Social media

Search for Oxford Instruments on LinkedIn, Facebook and X.



AMERICAS

300 Baker Street Avenue,
Suite 150, Concord, MA 01742
Tel: 1-800-447-4717
Email: ccc.oia@oxinst.com

EMEA

Borsigstrasse 15a 65205,
Wiesbaden
Tel: +49 6122 9370
Email: support.europe@oxinst.com

KAST

Oxford Instruments Korea
#5-D45, 10 Chungmin-ro
Songpa-gu, Seoul 05840,
Korea, republic of
Tel: +82 (2) 20476848
Email: support.asia@oxinst.com

Oxford Instruments Australia
Tel: +61 403 692 423
Email: support.asia@oxinst.com

Oxford Instruments Singapore
31 Kaki Bukit Road 3 #05-19
Techlink Building, Lobby A,
417818
Tel: +65 6337 6848
Email: support.asia@oxinst.com

Oxford Instruments Taiwan
Room 304, Building 52
NO. 195, Section 4, Chung Hsin
Road, Chu Dong Township,
Hsin Chu county, 310 Taiwan
Tel: +886-3-5828686
Email: support.asia@oxinst.com

JAPAN

Sumitomo Fudosan Osaki Twin
Building East, 5-1-18, Kita-
Shinagawa Shinagawa-ku,
Tokyo, 141-0001
Tel: +81 (0) 6744 4701
Email: support.japan@oxinst.com

CHINA

Floor 1, Building 60, No.461,
Hongcao Road, Shanghai,
200233, PRC
Tel: +86 400 678 0609
Email: support.china@oxinst.com