

Here for your peace of mind



Andor Microscopy Maintenance Packages are designed to reduce costs and ensure an exceptional and dependable level of support for the lifetime of your product.



To maximise the performance and availability of your System, Andor offers maintenance packages with enhanced support, paid product repair and replacement cover beyond the standard warranty period.



A Microscopy Maintenance Package from Andor offers the ability to fix your hardware maintenance costs, thus eliminating the risk associated with unexpected expense in the future.



Microscopy Maintenance Packages can be purchased at point of sale, during the first year warranty period or renewed during the life of the maintenance package without the need for system inspection.

For more information on our Microscopy Maintenance Packages, please contact your account representative or visit andor.com/support

Customer Support

Andor products are regularly used in critical applications and we can provide a variety of customer support services to maximize the return on your investment and ensure that your product continues to operate at its optimum performance.

Andor has customer support teams located across North America, Asia and Europe, allowing us to provide local technical assistance and advice. Requests for support can be made at any time by contacting our technical support team at andor.com/support.

Andor offers a variety of support under the following format:

- On-site product specialists can assist you with the installation and commissioning of your chosen product
- Training services can be provided on-site or remotely via the Internet
- Annual preventative maintenance visits ensure the integrity and optimisation of your system.

A range of Microscopy Maintenance Contracts are available for Andor products giving you the flexibility to choose one appropriate for your needs. These contracts allow you to obtain additional levels of service and include both on-site and remote support options, and may be purchased on a multi-year basis allowing users to fix their support costs over the operating life cycle of the products.

Head Office

7 Millennium Way
Springvale Business Park
Belfast BT12 7AL
Northern Ireland
Tel: +44 (0)28 9023 7126
Fax: +44 (0)28 9031 0792

North America

300 Baker Avenue
Suite 150
Concord, MA 01742
USA
Tel: +1 860-290-9211
Fax: +1 860-290-9566

Japan

5F IS Building
3-32-42 Higashi-
Shinagawa
Tokyo 140-0002
Japan
Tel: +81-(0)3-6732-8968
Fax: +81-(0)3-6732-8939

China

Building B2 West,
No. 11 West Third Ring
North Road,
Haitong Times Business
Center,
Haidian District,
China
100089
Tel: +86 (10)-5884-7902
Fax: +86 (10)-5884-7901

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DRAGONFLY 200 & 500 Confocal Microscopy Systems MAINTENANCE PACKAGES



OXFORD
INSTRUMENTS

ANDOR
an Oxford Instruments company

Total Care

Having purchased Dragonfly, the latest technology in a high-speed confocal imaging platform, you will want to protect your investment into the future. Ensure your research continues to advance unhindered by keeping your Dragonfly at its peak performance. An Andor maintenance package offers peace of mind with a priority service, remote support, fast on-site assistance, annual PMV, the latest software updates, and access to dedicated service stock.

There has never been a more important time to have a Microscopy Maintenance Package.



Standard Terms and Conditions of Sale

The terms of a maintenance package 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.

Microscopy Maintenance Packages



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 Andor Microscopy products.



To minimize downtime, Andor targets site visits within 5 business days* for Platinum users, and 10 business days* for Silver users. All travel and accommodation costs are covered by Andor.



Andor's annual Preventive Maintenance Visits (PMVs) give you the assurance of knowing that your system is in good health, which is crucial to keep your system fighting fit, and ensure long-lasting performance.



Customers under maintenance will be entitled to Fusion updates for the duration of the agreement. For Platinum packages there will be no charge for replacement or repair parts.

Included	Software Only	First Year Warranty	Silver Package	Platinum Package	On-demand Maintenance
Priority Helpdesk Support	●	●	●	●	-
Remote support via TeamViewer	●	●	●	●	○
Fast on-site response	-	● 5 Day Target	● 10 Day Target	● 5 Day Target	○ 20 Day Target
Annual Preventative Maintenance Visit (PMV)	-	●	●	●	-
Software updates (Fusion)	●	●	●	●	○
Repair or replacement parts	-	●	○	●	○
LiveAssist™ (Regional availability may differ)	-	●	○	●	○

○ Available at cost.

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.

