

MAINTENANCE PACKAGES

SENSOR CUSTOMER ASSURANCE PLAN -
HIGH ENERGY DETECTION (HED)

Total Care

A Sensor Customer Assurance Plan (HED) is for Andor Open Fronted, high energy detection cameras only. It gives you the ability to guarantee the lifetime of your camera where normal warranty's no longer apply & fix your camera costs for the duration of your plan.

With an Andor Sensor Customer Assurance Plan (HED) you get up to one sensor replacement for each year of your plan and piece of mind that any unexpected repairs will be catered for.

Avoid costly sensor replacement and cap your running costs!

Here For Your Peace Of Mind

- Andor Sensor Assurance Customer Plans (HED) 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 Product, Andor offers customer assurance plans with enhanced support, paid product repair and cover beyond the standard warranty period.
- A Sensor Customer Assurance Plan (HED) from Andor offers the ability to guarantee you have a working camera year on year regardless of the extent of damaging high energy radiation it is exposed to and removes the risk unexpected future expenses.
- Customer Assurance Plans can be renewed during the life of the assurance plan without the need for a product inspection, so saving you money.

For more information on our Sensor Customer Assurance Plans (HED), please contact your account representative or visit andor.axinsl.com/support

Innovative Support Techniques



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.



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.



Sensor Customer Assurance Plan (HED)



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 sensor customer assurance plan (HED) customers benefit from up to one free sensor replacement per year. Terms and conditions apply, available on request.



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 sensor customer assurance plan (HED) will be entitled to Solis and SDK software updates and patching for the duration of the agreement.

	Sensor Assurance Plan	On-Demand Maintenance
Up to one sensor replacement per year (Terms and conditions apply)	●	○
Priority Helpdesk Support	●	-
Remote support via TeamViewer	●	○
Repair or replacement parts	●	○
Software Updates (Solis & SDK)	●	○
LiveAssist™ (Regional availability may differ)	●	○

○ Available at cost.

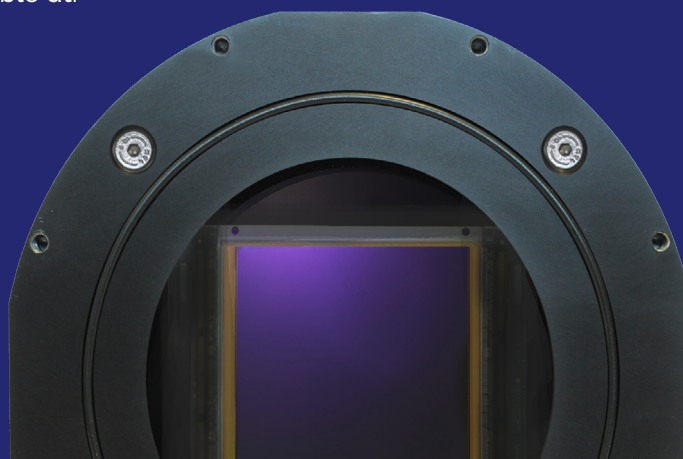
* A no claim discount will apply upon renewal if no claims are made within the cover period. Terms and Conditions apply, full details upon request.

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 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.

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ANDOR

