



SERVICE OFFERINGS

*Fostering optimal performance,
maximum uptime, and peace of mind*





INNOVATIVE SERVICE SOLUTIONS THAT PROTECT THE PRODUCTIVITY OF YOUR PROCESSES

Each step of the Discovery process is a challenging place to be. Every moment matters, whether you are dealing with extremely time consuming and costly events, or where accuracy, quality, efficiency and knowledge are critical to optimized workflows.



A pioneering view of customer requirements

Within our key target markets we have developed a flexible and proactive structure to our Service offer, providing unique levels of value and support, delivered by a team of high quality certified service professionals with, on average, almost two decades of experience.

But we also understand that each customer is unique. Some demand priority support with the fastest possible responses to minimize downtime and keep processes and workflows optimized.

At the other end of the spectrum, we provide real applications knowledge, delivering either workflow guidance or on-site support for more complex and clinical applications.

Between these extremes is a range of flexible, tiered service offerings designed to suit your operations needs and budgets, further reinforced with customer and key operator training to eliminate the risks of new staff members and instrument users to your operation.

So when you partner with Beckman Coulter, our team of Life Science experts work closely with you to understand the intricacies of your everyday operations, as well as your most complex challenges, to offer you increased productivity and maximum process uptime.

Turning that understanding into positive commercial excellence can only occur when the Beckman Coulter Life Sciences Service Team powers your products and processes. At every level, we have a Service support package to suit your organization, your research, brands and reputations – managed by people whose knowledge, speed of response and process awareness is defined by confidence and reliability.

SERVICE LEVELS THAT TURN PRODUCTIVITY INTO ENTERPRISE-WIDE OPPORTUNITY

Year 1

LEVEL 1

Start-up Care

Designed for new customers

- Enhance the user learning experience, providing preventive maintenance during year 1 of new equipment ownership
- Supplement your standard warranty with preventive maintenance, instrument health check and additional training
- Ensures smooth transition and reduces the learning curve during adoption period

Year 2+

LEVEL 2

Connect

Close contact technical support, just a call away

- Phone support to enable self-servicing of equipment and key instruments
- For very limited budgets, this program provides direct access to our team of technical experts
- Routine resolution of over 70% of customer issues without the need for on-site visits

LEVEL 3

Preventive Plus 1

Uptime peace of mind

- Prevent critical failures and increase workflow productivity
- Includes annual preventive maintenance visit
- Discounted repair calls
- Ideal for limited budgets that need to ensure dependable operation and minimal downtime

LEVEL 4

Preventive Plus 2

Because prevention is always better than cure

- Needs based flexibility for labs and facilities
- Usage dependent – choose from one or two maintenance visits and service calls to suit your processes, research or operations

LEVEL 5

Protective

Because no one likes those tough calls

- Repair plans designed for labs and facilities that want performance maintenance with fast on-site support when testing issues arise
- Proactive repair coverage and preventive maintenance to protect your critical instrumentation

LEVEL 6

Comprehensive

Taking care of business

- We take care of everything
- 100% proactive service coverage with two business day guaranteed response time
- Consultative and Applications support to optimize workflows
- On-site User/Operator training
- The premium service plan designed for laboratories or facilities that demand comprehensive service coverage and process 'health checks'
- Achieve maximum uptime, highest productivity and total peace-of-mind that only comes from instrumentation running the way it should – at peak performance

Leasing Program

For Protective and Comprehensive only

Full Care leasing program

Empowering you to purchase and service at low monthly costs

- Flexible, cost-effective leasing to make your critical equipment assets more affordable
- Ideal when your capital budget doesn't meet your need to acquire equipment and services
- Minimal monthly payments that can be structured to fit your budgets



Beckman Coulter Care Packages Overview:

	Year 1		Year 2+				
	Warranty Standard coverage & phone support	LEVEL 1 Start-Up Care Peace of mind when an instrument is new	LEVEL 2 Connect Phone support to assist self servicing of equipment	LEVEL 3 Preventive Plus 1 A proactive approach to preventive care	LEVEL 4 Preventive Plus 2 Greater flexibility and options based on need	LEVEL 5 Protective Combine a preventive plan with repair service	LEVEL 6 Comprehensive Full proactive care for optimized performance
Certified parts, labor and travel ¹	●	●	5% Off	20% Off	20% Off	●	●
Annual Preventive Maintenance ²		1 PM		1 PM	2 PM	1 PM	1 PM
On-site response time guarantee ³		3 Days				3 Days	2 Days
Telephone/email technical support	●	●	●	●	●	●	●
Annual health check visit		●				●	●
Reliability Updates ⁴		●	5% Off	20% Off	20% Off	●	●
Annual basic operator on-site training ⁵		4 Hours	○	○	○	2 Hours	4 Hours
Operational Qualification Level 3		○				○	○
Full Care Leasing Program						○	○

● Included ○ Optional

¹Within 100 miles of a Beckman Coulter service hub. Ask your local service representative about locations.

²For Preventive Plus 2, you can choose 2 PMs, 1 PM and 1 repair call, or 2 repair calls. Labor and travel costs are covered for repair calls. Parts cost will be billed separately.

³Typical for most areas. Contact your local service representatives for guaranteed response times in your location.

⁴Reliability updates include hardware upgrades, software upgrades, and instrument modifications to recommended level.

⁵Training doesn't apply to Flow Cytometry instruments.

Product lines covered by these plans include Centrifuge, Particle Characterization, Automation, and Flow Cytometry. For Centrifuges, Start-Up and Comprehensive plans include rotor inspection and rotor service.

We've designed flexible options to suit the needs of any lab or operation. No matter which package you select, you're making a choice to strengthen your investment.

Need help with the decision or more details? Contact us:

1-800-742-2345 or visit www.beckman.com



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