

Service Plans

To ensure that your system is performing at peak performance choose the service plan below that meets your needs or enquire about our single Preventative Maintenance visits.

Service Plans	Gold	Platinum	Platinum Plus
Annual Performance Maintenance incl. Labour, Travel and PM Parts	✓	✓	✓
Mid Year Performance Maintenance incl. Labour, Travel and PM Parts			✓
Shimadzu Hardware Spare Parts	✓	✓	✓
Shimadzu Consumables Spare Parts		✓	✓
Labour and Travel for Break Down Service Call	✓	✓	✓
Priority On-Site Support	✓	✓	✓
Telephone and Email Support	✓	✓	✓
Customer Education Discount	✓	✓	✓
Remote Access Support Available	✓	✓	✓

Gold Plans

Shimadzu's Gold Service Plans are for customers who wish to ensure their instrumentation is maintained annually and still receive priority service and support.

Benefits

- Annual PM of instruments
- Shimadzu hardware spare parts*
- Labour and travel for PM visit
- Shimadzu consumables spare parts used for a PM visit
- Unlimited break down service calls
- All labour and travel for break-down service calls
- Priority on-site support within 48 hours of service log
- Telephone and Email support
- Customer education discount
- Remote access available on request

Platinum and Platinum Plus Plans

Shimadzu's Platinum and Platinum Plus Service Plans are for high through-put customers. These plans gives the highest level of service and support.

Benefits

- Annual PM of instruments
- Mid year PM (only on Platinum Plus Plan)
- Shimadzu hardware spare parts*
- Shimadzu consumable spare parts
- Labour and travel for PM visit/s
- Shimadzu consumables spare parts used for a PM visit
- Unlimited break down service calls
- All Shimadzu consumables spare parts for break-down service calls
- Priority on-site support within 48 hours of service log
- Telephone and Email support
- Customer education discount
- Remote access available on request

NB.

* Turbomolecular Pumps (TMPs) and Micro-channel Plate (MCP) will be included as an additional benefit for service plans in place before the end of the warranty period or after 3 consecutive years of service plan coverage.

Definition

Shimadzu Hardware Spare Part is an item used in a Shimadzu instrument that would normally require a qualified Service Engineer to replace. These items would only need to be replaced when they fail. e.g. circuit boards, sub-assemblies, mechanical devices etc.

Shimadzu Consumable Spare Part is an item used in a Shimadzu instrument that is expected to have a finite serviceable lifetime under normal usage. e.g. light sources, plunger seals, catalysts, etc.

Analytical Consumables are items that are expected to be supplied by the client / instrument user and may be used in conjunction with a Shimadzu device. By their very nature of being consumable in the course of normal instrument usage, they are not covered by any of these Service Plans. e.g. compressed gasses, vials & septa, columns, solvents, sample preparation accessories, GC liners, syringes, paper products, ink and toner cartridges.