



## Service and Support Caliper Life Sciences UK

At Caliper Life Sciences we understand that scientists investing in our products expect a superior level of support and services. From the moment of purchase through the years of use we strive to provide each customer with service plans, training options and instrument and software services that empower scientists to achieve success. We understand that your equipment is a critical part of your business success and we have invested in a dedicated team of service engineers who understand each customer's unique requirements. We believe that your success depends upon excellent service, quality products and trouble free solutions.

# Service Contract Options

Caliper Life Sciences recognises that your equipment is a critical part of your business. As such, it is imperative that your equipment suffers little downtime and runs efficiently throughout its lifetime. A Service Contract from Caliper Life Sciences can help you achieve this. In recognition of our customers different requirements a flexible menu of Service Contracts is available.



## Warranty

All hardware purchased from Caliper Life Sciences is provided with one years warranty giving our customers assurance that their equipment is protected. If a problem cannot be resolved by our Technical Telephone Support Service we aim to have an engineer on-site within 48 hours. All call-outs, labour and replacement parts are free-of-charge during the warranty period.

## Optimum

The Optimum Service Plan provides cover equivalent to the original warranty. In addition one service visit will be arranged for one of our experienced engineers to perform a preventative maintenance check on your equipment. All call-outs and replacement parts are non-chargeable under this plan.

## Critical Cover

For customers with intensive use of their equipment it is important to know that any emergencies are handled as soon as possible. If your problem cannot be resolved by telephone support we aim to have an engineer on-site within 24 hours. A service visit is included and all call-outs and replacement parts are non-chargeable.

## Preventative Maintenance

This plan offers 48 hour response to call-outs with priority over non-contract customers. A service visit is included helping you to obtain the optimum performance from your equipment. Parts are chargeable however discounts are available.

## Fundamental (IVIS Customers Only)

The Fundamental Plan provides 48 hour response to call-outs. The first call-out is free-of-charge however subsequent call-outs are chargeable. Replacements parts are chargeable but discounts are available. A service visit is included.

## Fundamental Plus (IVIS Customers Only)

Providing comprehensive cover for your equipment this plan offers the same benefits as the Fundamental Plan but includes three free call-outs.

## Unable to find the right Service Contract?

If these Service Contract options do not meet your criteria contact the UK Service Planning Team today to discuss a customised plan.

Additional plan options include:

- Response Time Upgrades
- Multi-Year Contracts
- Additional Preventative Maintenance Upgrades
- Re-Validation Service Additions

The Service Planning team will be happy to assist your enquiries.

Telephone [01928 711 448](tel:01928711448) or email, [ukserviceadmin@caliperLS.com](mailto:ukserviceadmin@caliperLS.com)



## Service Contract Options in Brief

	Warranty	Optimum	Critical Cover	Preventative Maintenance	Fundamental*	Fundamental Plus*
12 Month Duration	•	•	•	•	•	•
24 Hour Response			•			
48 Hour Response	•	•		•	•	•
Service Visit Included		•	•	•	•	•
Non-Chargeable Call-Outs	•	•	•		•**	•**
Labour & Parts Non-Chargeable	•	•	•			
Parts Discounted				•	•	•
Technical Telephone Support	•	•	•	•	•	•

\* Plan Available to IVIS Customers Only

\*\* Fundamental Plan – 1 Free Call-Out Only; Fundamental Plus Plan – 3 Free Call-Outs Only

## The Service Team

Caliper Life Sciences has a team of fully trained and experienced service engineers serving life science researchers throughout the UK and Ireland. A Telephone Support Service is available to troubleshoot your problems and log your service call-outs whilst our Service Planning personnel can assist with all enquiries relating to Service Contracts and their implementation. This complete network ensures customers receive a localised, speedy and reliable response when they need it most.

## Training

A comprehensive selection of certified training courses is available to enable our customers to gain a more detailed understanding of the operation and maintenance of Caliper products with the aim of keeping them running at maximum efficiency. Training can be arranged on-site or at our training facility in Runcorn and can be customised to cater for the specific needs of the organisation or individual.



## Contact Us Today

For [Technical Support](#) or to [Log a Call-Out](#):

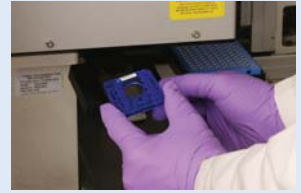
Tel: 01928 791 333

Email: [service-uk@caliperLS.com](mailto:service-uk@caliperLS.com)

For [Service Contract Enquiries](#):

Tel: 01928 711 448

Email: [ukserviceadmin@caliperLS.com](mailto:ukserviceadmin@caliperLS.com)



Caliper Life Sciences UK  
Service Team offers

- Service Contracts
- Technical Support
- Instrument Services
- Software Services
- Application Services
- Workshop Repair
- Lab Relocation Support
- Validation Services
- On-Site Training



**Caliper Life Sciences**

1 Wellfield  
Preston Brook  
Runcorn  
Cheshire  
WA7 3AZ

office: 01928 711448

tech support tel: 01928 791333

tech support fax: 01928 791228

tech support email: [service-uk@caliperLS.com](mailto:service-uk@caliperLS.com)

admin email: [ukserviceadmin@caliperLS.com](mailto:ukserviceadmin@caliperLS.com)

**[www.caliperLS.com](http://www.caliperLS.com)**