OXFORD
INSTRUMENTS

NANOSCIENCE

CUSTOMER SERVICES

Global Knowledge, Local Support

nanoscience.oxinst.com
nanoscience@oxinst.com

Delivering Maximum Performance

Oxford Instruments NanoScience provides services for universities and research institutes, as well as for quantum start-up businesses and multi-system facilities. Whatever your needs may be, we have a service package to ensure that your systems and lab are operating at optimal performance.

Investing in services to maximise uptime and minimise cost of ownership helps ensure clear budgeting and reduces unexpected costs. We offer a range of service and support options designed to meet your expectations.

Self-sufficiency

The self-sufficiency packages give you the freedom to manage and maintain your systems using your own technical support staff – with a little help from us when you need it.

Service Support Options

With a range of service support products our engineers will support you whenever you need us and ensures your system is maintained in optimal condition.

Pay-As-You-Go Options

We also offer our customers the option to purchase service products as and when the need arises, such as LiveAssist remote support, upgrades and service kits.

LiveAssist

LiveAssist remote support empowers your technical staff to resolve issues fast and effectively with the support from our team of service and engineering professionals, using the latest virtual reality tools.

This service can be purchased in advance or Pay-As-You-Go when the need arises, it is also included with some of our Support Plans. The service is suitable for universities and research institutions who require additional assistance.

Self-sufficiency

If you want to take care of your equipment in-house, our self-sufficiency package gives you the practical hands-on training required to maintain uptime with access to a dedicated Self-sufficiency Support help desk for fast responses, access to our team of service and engineering professionals via Live Assist for fast and effective resolution to on site issues.

This package is suitable for universities, research institutions who have technical staff on site but require practical hands-on training for staff and users.

Package Comparison

	Self-sufficiency Support		Service Support Agreements	
	LiveAssist	**Self-sufficiency Support Plan**	**Proactive Support Plan**	**Priority Support Plan**
Duration	12 mths or 1 hr PAYG	1 year	1 or 3 years	1 or 3 years
Key Account Engineer	—	—	—	Yes
LiveAssist	Yes	Yes	Optional	Yes
Dedicated Support Plan Help Desk	—	Yes	Yes	Yes
Help Desk Opening Hours	Normal office hours			
Technical Help Desk min. response time	—	24 hours	24 hours	8 hours
Annual Engineer Site Visit Includes	—	Training	Training	Training
Preventative Maintenance	—	Full System Health Check	Full System Health Check	Full System Health Check
	—	Health Check Certificate	Health Check Certificate	Health Check Certificate
Parts (not including consumables)	—	—	Yes	Yes
Inclusive of Shipping	—	—	Yes	Yes
Discount on All Spares	—	—	—	10% discount
Remote Operation of System	—	Yes	Yes	Yes
Analysis of Logfiles	—	—	Yes	Yes, Priority
Software and Firmware Updates	—	—	Yes, for the duration of the Support Plan	Yes, for the duration of the Support Plan
Access to Critical Spares Inventory	—	Yes	Yes	Yes, Priority
Extended Warranty	Optional	Optional	Optional	Optional

Support Plan Agreements

Our Service Support Plans provide fast and easy access to our expert help desks, key account engineers and spare parts, to ensure that your uptime, cost of ownership and productivity stay at an optimal level.

Proactive Support Plan

Offering unlimited access to a dedicated Proactive helpdesk and annual service visit that includes maintenance, training, parts, shipping, and travel. The Proactive Support Plan package is for those who require a higher level of guaranteed support with scheduled proactive preventative maintenance. Ideal for customers with single and multiple system laboratories.

Priority Support Plan

The Priority support package gives you peace of mind at minimal investment knowing that you have highest level of guaranteed support. With access to a Key Account Engineer, dedicated Priority Support helpdesk and annual service visit that includes parts, travel, maintenance, training. Access to our team of engineering professionals via LiveAssist for fast and effective resolution to on site issues. 10% discount on purchases on cryospares@oxinst.com

This package is ideal for customers who value unparalleled access to a key account engineer, fast helpdesk responses and customers who require optimal utilisation across multiple systems. This service Support Plan can start from the date of system acceptance and will ensure continued optimal performance of your tool. Investing in this Support Plan provides peace of mind that access to Oxford Instruments is readily on hand.

Service Support Options

Preventive Maintenance

Preventative Maintenance should be performed annually to retain the optimum performance from your Oxford Instruments system. Take advantage of having a Support Plan designed for your system and your usage. Regularly scheduled maintenance can identify potential problems before they occur and enables cost management to avoid the risk and expense associated with unplanned downtime.
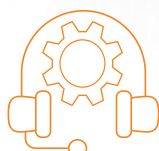
Remote Support

LiveAssist and remote diagnostic support allow our engineers remote access to your system. Technical support can be provided quickly and easily from our global service desks and issues or faults diagnosed more effectively. Helping us to help you. LiveAssist and remote support require remote customer access and loaded software/mobile application.

Extended Warranty

Extended warranty covers Oxford Instruments' and third-party components, when your standard warranty expires. Replacement parts and labour is included.

For further information please contact your local Oxford Instruments NanoScience office.

Oxford, UK
+44 1865 393333

US, Canada and Latin America
Tollfree +1 800 447 4717

Wiesbaden, Germany
+49 6122 937171

Mumbai, India
+91 8181017017

Tokyo, Japan
+81 3 6732 8966

China:
• Beijing +86 400 678 0609
• Shanghai +86 400 678 0609

Republic of Korea
+65 6337 6848

Visit **nanoscience.oxinst.com** or email **nanoscience@oxinst.com**
Main service locations: UK, USA, Germany, China, Japan and India

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