

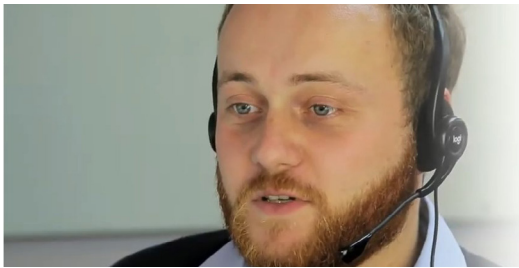
CUSTOMER SUPPORT PACKAGES

Global Knowledge
Local Support

Today, tomorrow, always – we are in it together for your whole journey. We understand there are many decisions to make when selecting the right product and company with which to partner. At Oxford Instruments NanoScience, our customers' success is what matters most. Delivering maximum performance, our range of support packages enable our customers to maximise uptime and minimise cost, spreading cost of ownership into a simplified yearly fee.



Our support packages can save up to 30% on maintenance costs compared to pay as you go service.



Basic

Our **Basic Support Package** provides an annual visit to perform a system health check and provides training to system users. The health check report will identify any maintenance requirements as they occur, reducing downtime and ensuring your focus is on your experiments and results.



Essential

Our **Essential Support Package** adds cover for all scheduled maintenance requirements, and enables yearly payments. An annual visit includes maintenance of all service parts and pumps in addition to a system health check and training. The **Essential Support Package** is for those who require a higher level of guaranteed support, with scheduled preventative maintenance.



Premium

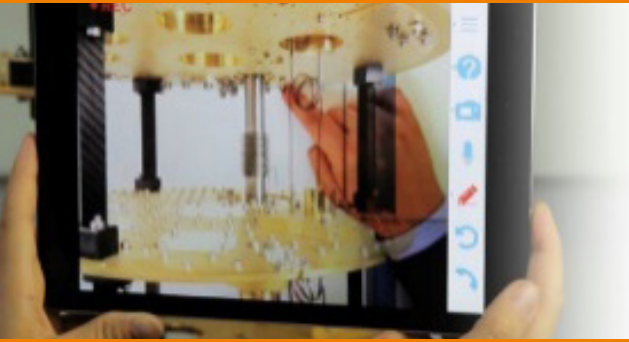
This package is ideal for customers who value unparalleled access to a key account engineer, faster helpdesk responses and customers who require optimal utilisation and up-time. The **Premium Support Package** adds priority support with guaranteed response time for technical enquiries, on-site repairs and spare parts shipments, as well as direct access to a dedicated key account engineer.



Elite

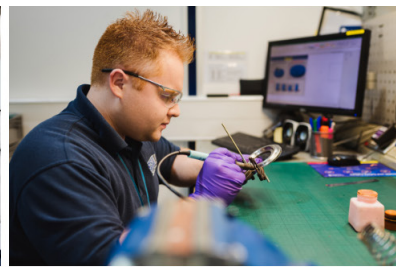
Our most complete support package, developed to support our industrial and quantum computing customers ensures all system maintenance is covered, and up-time is maximised for interruption-free operation. This package includes weekly on-site attendance, weekend support and a flexible, expandable contract for multi-region installations and data centre deployments. Access to critical spares ensures that any component failures can be replaced promptly.





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. LiveAssist is a benefit included in all our support packages or it can be purchased pay as you go when the need arises.



Extended Warranty Cover

A standard warranty is included for 12 months on all system sales. Extended warranties are available for customers who want to be covered for a longer period.

All of our warranties include parts and labour, and our warranty helpdesk provides a single point of contact should any failure occur.

Technical Support

Technical support is provided quickly and easily from our global service desks and issues. Augmented reality tools utilising Oxford Instruments LiveAssist, and remote access ensure rapid diagnosis and system monitoring.

Training

Annual on-site training is included in all our support packages. Practical, hands-on training ensures that system users and technical staff are familiar with how the system operates and how to diagnose and fault check minor issues. This flexible training can be adjusted to your needs, whether you want to learn the fundamentals of how the system operates, data logging and export, or how to integrate the system using API interface commands.

Preventative Maintenance

Regularly scheduled maintenance can identify potential problems before they occur and enables cost management to avoid the risk and expense associated with unplanned downtime. A full system health check provides certification of system performance and enables any potential issues to be identified before component failure.

Key Account Engineer

In addition to our standard support helpdesk, customers on our **Premium Support Package** benefit from single point, direct mobile phone and email contact to a dedicated key account engineer. Your key account engineer will be familiar with your facility and your systems and able to provide personalised support and technical assistance.

Cryospares®

We provide a variety of upgrades, accessories and spare parts for cryogenic systems and magnet systems. Our new e-store provides an extensive range of spare parts and consumables that are in stock and ready for delivery.

Visit: estore.oxinst.com



All deliverables included in our support packages are shown in the chart below. Extended warranty cover is included in the Elite Support Package but also available to purchase in addition to the Basic, Essential or Premium Support Packages.

Category	Detail	Support Package				
		Basic (1 yr)	Essential (3+1 yr)	Premium (3+1 yr)	Elite (1 yrs+)	
Technical Support	Technical support helpdesk (telephone and e-mail)		✓	✓	✓	✓
	LiveAssist (remote technical support)		✓	✓	✓	✓
	Technical support response	1 Business day	✓	✓	✓	✓
Software	Software and firmware updates		✓	✓	✓	✓
Training	Training (1/2 day) during annual engineer visit		✓	✓	✓	✓
Cryospares® E-Store	10% Discount on cryospares.com		✓	✓	✓	✓
Preventative Maintenance	Annual full system health check (on site visit)		✓	✓	✓	✓
	Service parts included			✓	✓	✓
Replacement Parts Service	Priority factory support	7 Business days		✓	✓	✓
		3 Business days			✓	✓
On Site Technical Support	Labour	1 Emergency call out visit per year at no charge			✓	✓
	Response time	5 Business days			✓	✓
Key Account Management	Dedicated key account engineer Monday to Friday (business hours)				✓	✓
	Consultancy for facilities set up					✓
	Priority technical support response within 4 hrs	Monday to Saturday				✓
	On site support	6 Hours per site per week				✓
Critical Spares Inventory	Critical spares inventory					✓
	Critical spares shipment	1 Business day				✓
Extended Warranty Cover	Depot repair	Fully inclusive hardware repair				✓
	Replacement parts coverage	Included, no additional charge				✓
	On site labour	Unlimited visits no charge (for warranty)				✓
	Warranty helpdesk (telephone and e-mail)					✓
	Technical support response	1 Business day				✓





What our customers say

Michel Devoret and Robert Schoelkopf, Yale University, say: "It is important to interface with a company that has the adequate level of experience and support on hand, as well as the option for remote support, which provides us with more flexibility and rapid response to minimise downtime of our research - which is critical."

Javad Shabani, New York University, says: "We operate multiple systems provided by Oxford Instruments because we know we can rely on the technology and the support. For us, the benefit of having a bespoke service agreement in place is the fact it meets our needs and our budget exactly. We don't have to compromise in the lab and can focus on our research without interruption."

Charles Marcus, Center for Quantum Devices, Niels Bohr Institute, University of Copenhagen, Denmark, says: "Research is a key element of the work we conduct at the Center for Quantum Devices (QDev), but to undertake reliable research, we must use reliable systems. The support we receive from Oxford Instruments proactively maintains our systems, so we can focus on finding the answers to the most pressing questions surrounding quantum device development."

Richard Pearson, Technical Operations Lead, OQC, says: "OQC is Europe's leading quantum computing-as-a service company. We build quantum computers to enable life-changing discoveries. We pride ourselves on partnering with the best technical and strategic suppliers in the industry, which is why we work with Oxford Instruments. The support offered by Oxford Instruments benefits us and our customers as we continue to scale our capabilities."

Visit nanoscience.oxinst.com or email nanoscience@oxinst.com

Main service locations: UK, USA, Germany, China, Japan and India

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