

Here for your peace of mind



Andor Microscopy Maintenance Packages are designed to reduce costs and ensure an exceptional and dependable level of support for the lifetime of your product.



To maximise the performance and availability of your System, Andor offers maintenance packages with enhanced support, paid product repair and replacement cover beyond the standard warranty period.



A Microscopy Maintenance Package from Andor offers the ability to fix your hardware maintenance costs, thus eliminating the risk associated with unexpected expense in the future.



Microscopy Maintenance Packages can be renewed during the life of the maintenance package without the need for system inspection, so saving you money.

For more information on our Microscopy Maintenance Packages, please contact your account representative or visit [andor.com/support](http://andor.com/support)

## Customer Support

Andor products are regularly used in critical applications and we can provide a variety of customer support services to maximize the return on your investment and ensure that your product continues to operate at its optimum performance.

Andor has customer support teams located across North America, Asia and Europe, allowing us to provide local technical assistance and advice. Requests for support can be made at any time by contacting our technical support team at [andor.com/support](http://andor.com/support).

Andor offers a variety of support under the following format:

- On-site product specialists can assist you with system relocations and full commissioning following a move
- Training services can be provided on-site or remotely via the Internet
- Annual preventative maintenance visits ensure the integrity and optimisation of your system.

A range of Microscopy Maintenance Contracts are available for Andor products giving you the flexibility to choose one appropriate for your needs. These contracts allow you to obtain additional levels of service and include both on-site and remote support options, and may be purchased on a multi-year basis allowing users to fix their support costs over the operating life cycle of the products.

### Head Office

7 Millennium Way  
Springvale Business Park  
Belfast BT12 7AL  
Northern Ireland  
Tel: +44 (0)28 9023 7126  
Fax: +44 (0)28 9031 0792

### North America

300 Baker Avenue  
Suite 150  
Concord, MA 01742  
USA  
Tel: +1 860-290-9211  
Fax: +1 860-290-9566

### Japan

5F IS Building  
3-32-42 Higashi-  
Shinagawa  
Tokyo 140-0002  
Japan  
Tel: +81-(0)3-6732-8968  
Fax: +81-(0)3-6732-8939

### China

Building B2 West,  
No. 11 West Third Ring  
North Road,  
Haitong Times Business  
Center,  
Haidian District,  
China  
100089  
Tel: +86 (10)-5884-7902  
Fax: +86 (10)-5884-7901

Find us on



# REVOLUTION XD & WD Confocal Microscopy Systems MAINTENANCE PACKAGES



OXFORD  
INSTRUMENTS

ANDOR  
an Oxford Instruments company

## Total Care

With the Revolution XD and WD spinning disk confocal systems now obsolete, being superseded by the Dragonfly imaging platform, now is the time to take peace of mind from an Andor maintenance package. We can offer a priority service, remote support, fast on-site assistance, annual PMV, remaining software updates, and access to dedicated service stock. This ensures your Revolution system remains in peak condition and your research continues to advance.

There has never been a more important time to have a Microscopy Maintenance Package.



## Standard Terms and Conditions of Sale

The terms of a maintenance package do not replace the warranties and liability terms as set out in Andor's Terms and Conditions of Sale document which is available at:

[andor.com/terms](http://andor.com/terms)

Full details of this maintenance contract are available on request.

## Microscopy Maintenance Packages



Andor Help Desk provides a convenient and reliable single point of contact. You will receive a prompt and efficient response to questions and issues associated with the operation of Andor Microscopy products.



To minimize downtime, Andor targets site visits within 5 business days\* for Platinum users, and 10 business days\* for Silver users. All travel and accommodation costs are covered by Andor.



Andor's annual Preventive Maintenance Visits (PMVs) give you the assurance of knowing that your system is in good health, which is crucial to keep your system fighting fit, and ensure long-lasting performance.



Customers under maintenance will be entitled to iQ updates for the duration of the agreement. For Platinum packages there will be no charge for replacement or repair parts.

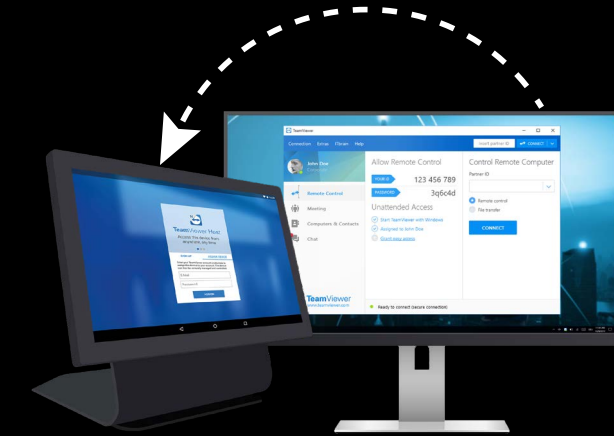
Included	First Year Warranty	Silver Package	Platinum Package	On-demand Maintenance
Priority Helpdesk Support	●	●	●	-
Remote support via TeamViewer	●	●	●	○
Fast on-site response	● 5 Day Target	● 10 Day Target	● 5 Day Target	○ 20 Day Target
Annual Preventative Maintenance Visit (PMV)	●	●	●	-
Software updates (iQ)	●	●	●	○
Repair or replacement parts	●	○	●	○
LiveAssist™ (Regional availability may differ)	●	○	●	○

○ Available at cost.

## Innovative Support Techniques

### TeamViewer

Allows us computer access over the internet, as if we were sitting with you on-site, particularly useful for training, remote upgrades or basic support. Support queries can be handled quickly, ensuring minimal downtime and inconvenience.



### LiveAssist™

Using the very latest technology, we can enhance our response by digitally merging two real-time views, blending local and remote video streams to give or receive interactive help anywhere instantly.

- Instant virtual presence, with immediate guidance.
- Empowering you with our knowledge and support.
- Access to the experts within the global support network.
- Minimised operating costs.
- Maximised uptime.

