

Here for your peace of mind



Andor Customer Assurance Plans 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 Product, Andor offers customer assurance plans with enhanced support, paid product repair and cover beyond the standard warranty period.



A Customer Assurance Plan from Andor offers the ability to fix your hardware maintenance costs, thus eliminating the risk associated with unexpected expense in the future.



Customer Assurance Plans can be renewed during the life of the assurance plan without the need for a product inspection, so saving you money.

For more information on our Customer Assurance Plans, please contact your account representative or visit 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.

Andor offers a variety of support under the following format:

- On-site product specialists can assist you with system
- Installation and Training services can be provided remotely via the Internet

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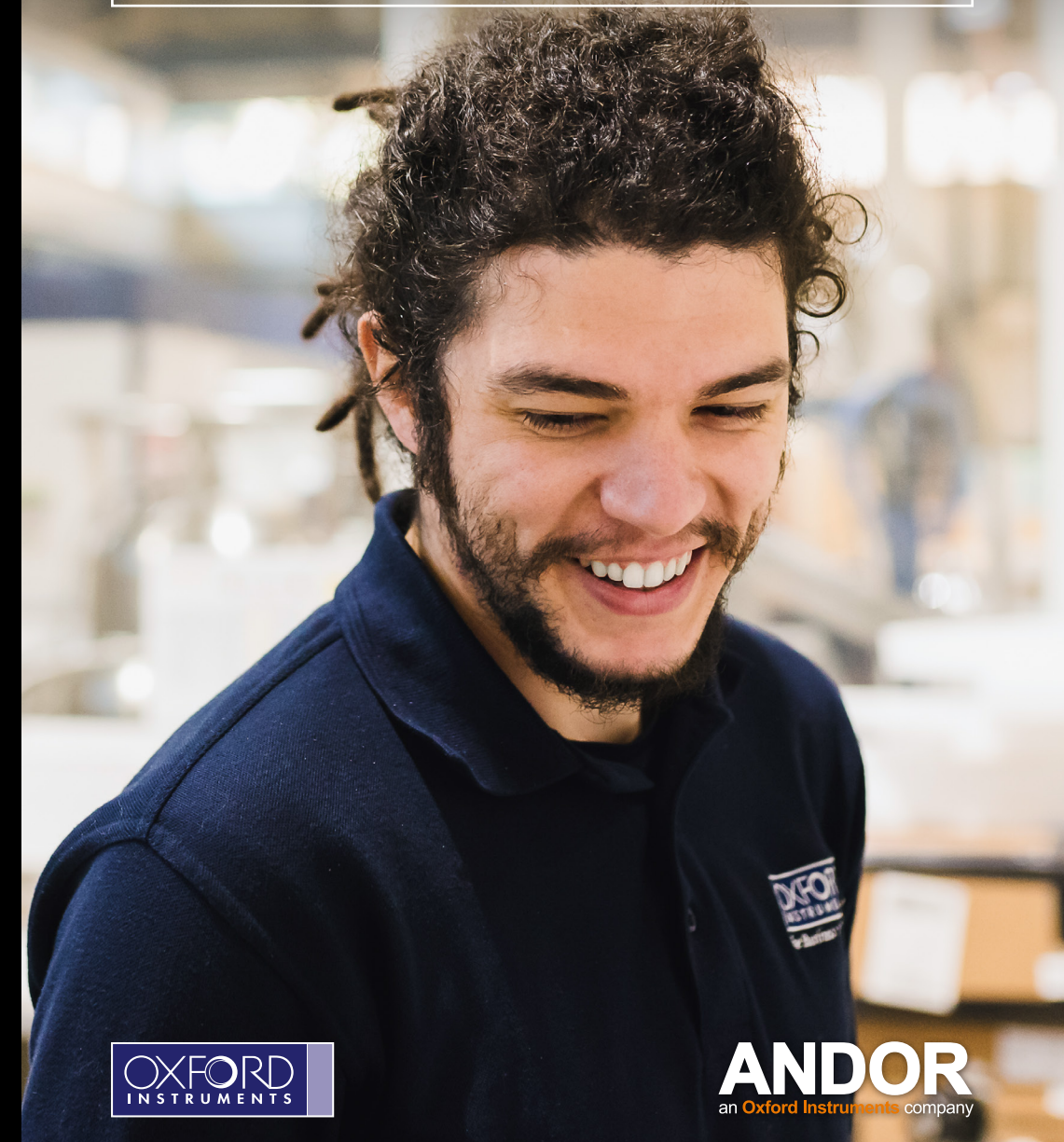
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CAMERA & SPECTROGRAPH CUSTOMER ASSURANCE PLAN Maintenance Packages



OXFORD
INSTRUMENTS

ANDOR
an Oxford Instruments company

Total Care

A Customer Assurance Plan from Andor gives you the ability to fix your hardware maintenance costs, thus eliminating the risk associated with unexpected expenses in the future. In addition Andor's Customer Assurance Plan gives you a single point of contact for raising product issues, access to equipment experts, as well as entitlement to all new software releases made available during the period of the support contract.

There has never been a more important time to have a Customer Assurance Plan.



Standard Terms and Conditions of Sale

The terms of a Customer Assurance Plan 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

Full details of this maintenance contract are available on request.

Customer Assurance Plan



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 your product.



Under the customer assurance plan, customers benefit from a 20 business day repair guarantee. If this cannot be met, a loan product will be offered for the remainder of the repair period.



Having access to Andor's experts using the latest innovative techniques (TeamViewer & Live Assist) will ensure you are getting the most out of your Andor equipment.



Customers that are under the Andor assurance plan will be entitled to Solis and SDK software updates and patching for the duration of the agreement.

	Customer Assurance Plan	On-Demand Maintenance
Priority Helpdesk Support	●	-
Remote support via TeamViewer	●	○
Repair or replacement parts	●	○
Guaranteed Repair Time (Excludes iKon-XL models)	● 20 Business Days*	-
Software Updates (Solis & SDK)	●	○
LiveAssist™ (Regional availability may differ)	●	○

○ Available at cost.

* Where not possible, a loan unit will be offered. Model and Variant may differ.

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.

