



# SERVICE PLANS

for Hamilton Thorne  
CASA Systems



# CASACare Service Overview

## Don't let your lab come to a standstill due to instrument failure.

Instrument failure is serious business – it wastes time, effort and money. It can also call the reliability of your lab into question.

The CASACare™ service plans from Hamilton Thorne offer economical and comprehensive insurance against unexpected repair costs and downtime. Three levels of service plans are available for our CASA systems, giving you the flexibility to choose the one that best suits your needs.

### Remote Assistance

All our service plans include unlimited remote assistance. In many instances, problems are easily diagnosed over the phone or by using our remote access option, TeamViewer®. TeamViewer allows our service technicians to access your CASA system located anywhere in the world, as long as it is connected to the internet.

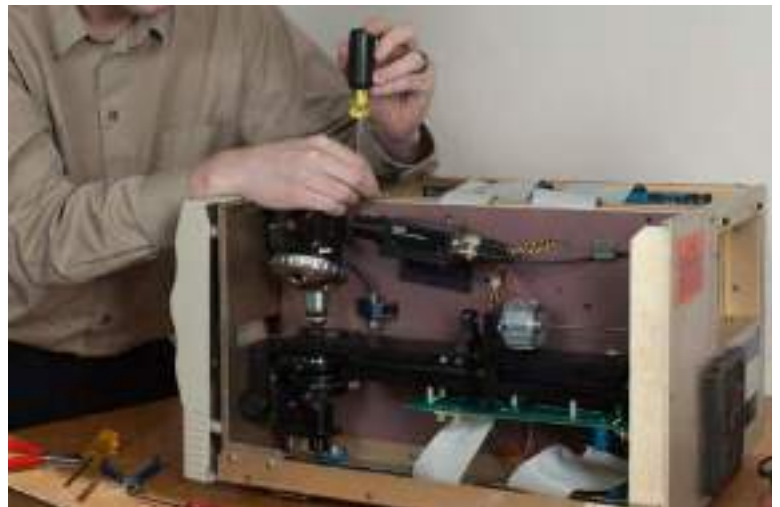
The TeamViewer application lets us look inside your system's software, make adjustments to settings, update software and much more, all while speaking with you on the phone. The application also has a Live Chat and Video option that may be used.

### Preventative Maintenance (PM)

Our CASACare Plus and CASACare Elite service plans include a Preventive Maintenance (PM) component to help you control costs and maximize up time. By proactively replacing common wear and tear parts and thoroughly checking and cleaning the system, annual PM visits increase both system lifetime and uptime plus reduce out of pocket expense. (A Preventive Maintenance option is also available outside of the three service plans.)

#### Benefits of Preventive Maintenance:

- Cut costs
- Improve productivity
- Increase lifetime of system
- Increase system uptime
- Identify and fix minor issues before they become major issues
- Software updates installed
- Basic system training
- Comply with regulatory requirements



### On-site Repair

Those who select our CASACare Elite service plan benefit from the added security of repair at their facility (if possible). Since the unit does not need to be shipped back to Hamilton Thorne, on-site repair reduces downtime for your laboratory and eliminates possible damage during shipping.

# CASACare Service Plan Options

(Comparison Chart on next page)

## Parts & Parts Shipment

Based on preliminary assessment via remote assistance, HT will send required parts if it is determined on-site personnel are capable of replacing the parts.

## Time & Labor

- **Remote Assistance:** Includes phone, email, Skype or TeamViewer® Remote support. TeamViewer support requires internet access to the CASA system and download and installation of the TeamViewer Support Panel.
- **Repair at HT:** If necessary, the unit may be shipped back to HT's Beverly MA facility for assessment and repair.

## On-site Repair

With the CASACare Elite Service Plan, a service technician may be dispatched to the customer's facility to repair the CASA system. All travel costs, time, labor, and parts are included.

## Software Maintenance

Software maintenance updates are included and may be sent via Cloud or DVD. (This does not include major software upgrades.)

## On-site Annual Preventive Maintenance (PM)

Our CASACare Plus and CASACare Elite plans offer one annual preventive maintenance visit, including travel cost and time for support technician to travel to customer facility.

### **IVOS PM includes:**

- Calibration, alignment/adjustment, and cleaning of IVOS II optical system
- Replacement of standard parts (stage cable, fan filter, Bios battery and disposables)
- Replacement of major parts as needed
- Checking and cleaning computer, reseating boards and re-calibrating voltages
- Updating software to latest possible maintenance release

### **CEROS PM includes:**

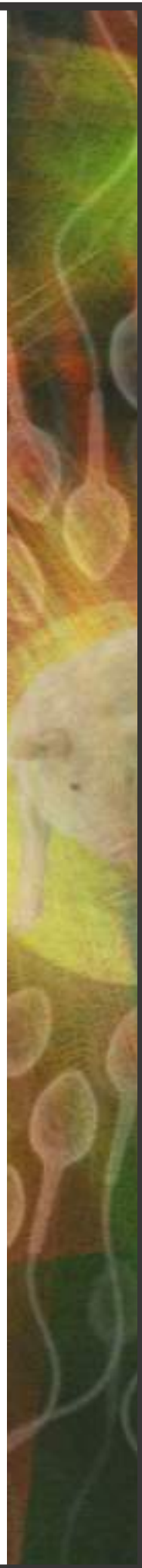
- Calibration, alignment/adjustment, and cleaning of CEROS II microscope and camera
- Replacement of standard parts (Microscope bulb, Bios battery and disposables)
- Replacement of major parts as needed
- Checking and cleaning computer
- Updating software to latest possible maintenance release

## On-site Basic Training in Conjunction with PM Visit

Basic refresher training on the CASA system software will be provided at time of Preventive Maintenance visit. If more substantial training of personnel is needed, an extra cost will be incurred.

## Return Shipping of System

With the CASACare Plus and CASACare Elite Service Plans, Hamilton Thorne will cover cost of shipping system back to the factory in the event the system needs to be returned for service.





## CASA Service Plans



Service Area		Worldwide	North America	North America
Parts & Parts Shipment		✓	✓	✓
Time & Labor	Remote Assistance	✓	✓	✓
	Repair at HT	✓	✓	✓
	Repair at Customer Site	✗	✗	✓
Software Maintenance		✓	✓	✓
On-site Annual Preventive Maintenance (PM)		✗	✓	✓
On-site Basic Training in conjunction with PM Visit		✗	✓	✓
Return Shipping of System		✗	✓	✓
Return Shipping Box Included		✗	✓	✓

- Please contact us at [CASACare@hamiltonthorne.com](mailto:CASACare@hamiltonthorne.com) or 978-921-2050 for Service Plan prices.
- Multi-year and multi-system discounts available.
- Restrictions apply: please review the detailed Service Agreement Terms and Conditions on our web site, or email [CASACare@hamiltonthorne.com](mailto:CASACare@hamiltonthorne.com) to request a copy.

### On-Demand Service

To complement the full-fledged service plans, Hamilton Thorne also offers on-demand services, including depot and on-site assessment and repair of equipment, preventive maintenance visits, calibration services, and hardware and software training. Please visit the Hamilton Thorne website to learn more.

Information, descriptions and specifications in this publication are subject to change without notice.

©Hamilton Thorne, Inc. 2016. All rights reserved.

Published March 24, 2016  
Doc. #: MKT-1000, Rev. A



**HAMILTON THORNE**

100 Cummings Center, Suite 465E, Beverly, MA 01915-6101 USA  
978-921-2050, 800-323-0503, Fax: 978-921-0250  
[info@hamiltonthorne.com](mailto:info@hamiltonthorne.com), [www.hamiltonthorne.com](http://www.hamiltonthorne.com)