

**LASER**  
**Care™**

# SERVICE PLANS for Hamilton Thorne Laser Systems





# LASERCare 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 LASERCare™ 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 laser 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 laser system located anywhere in the world, as long as it is connected to the internet.

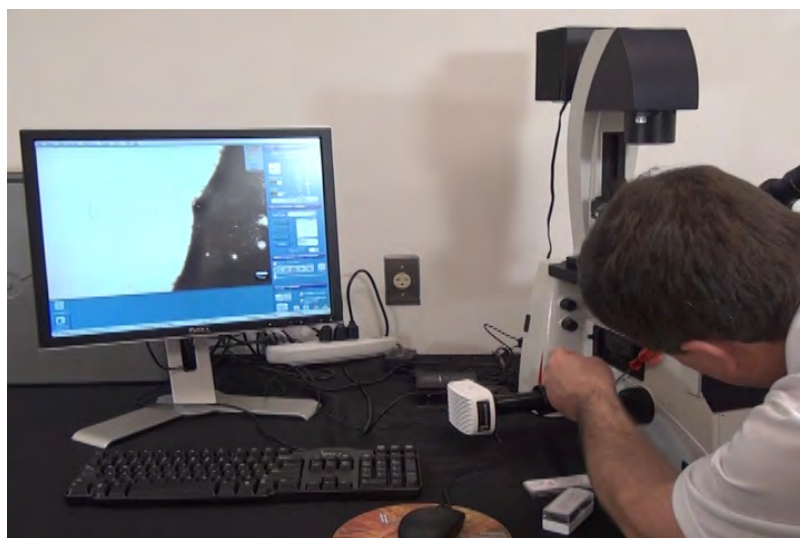
The TeamViewer application lets us look inside your system's software, make adjustments to settings, update software and much more, all while speaking with you on the phone. The application also has a Live Chat and Video option that may be used.

### Preventative Maintenance (PM)

Our LASERCare Plus and LASERCare 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



### Laser System Loaner Availability

Those who select our LASERCare Elite service plan benefit from the added security of receiving a loaner system in the event that their system needs to be returned to Hamilton Thorne for repair. This reduces downtime for your laboratory, which can be very detrimental to time-sensitive protocols.

# LASERCare 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 laser 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.

## 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)

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

### **Laser PM includes:**

- Full calibration, alignment/adjustment and cleaning of optical system including confocality of camera and oculars, and parfocality between objectives
- Verification of laser focus
- Checking RED-i and aligning (if applicable)
- Testing of laser output and readjusting to factory standards
- Replacement of parts as needed
- Cleaning and general checking of computer and optimization of hard drive
- Checking computer boards and all cables for wear
- Updating software to latest possible maintenance release

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

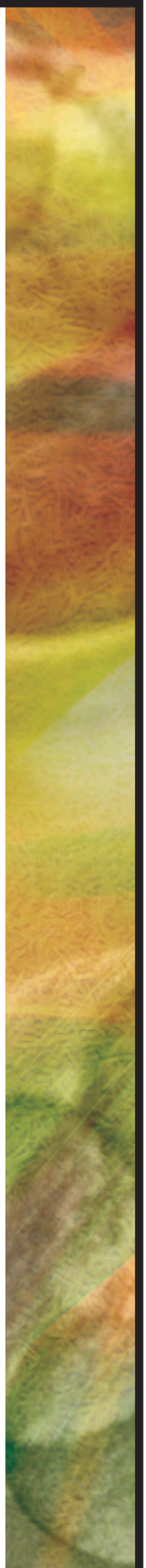
Basic refresher training on laser system software will be provided at time of Preventive Maintenance visit. If more substantial training of personnel is needed, an extra cost will be incurred.

## Return Shipping of System

With the LASERCare Plus and LASERCare 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.

## Loaner Availability

With the LASERCare Elite Service Plan, a loaner laser system will be sent via express shipping for the customer to use for the duration of the repair.





## Laser Service Plans

		<b>LASER Care BASIC</b>	<b>LASER Care PLUS</b>	<b>LASER Care ELITE</b>
Service Area		Worldwide	North America	United States
Parts & Parts Shipment		✓	✓	✓
Time & Labor	Remote Assistance	✓	✓	✓
	Repair at HT	✓	✓	✓
Software Maintenance		✓	✓	✓
On-site Annual Preventive Maintenance (PM)		X	✓	✓
On-site Basic Training in conjunction with PM Visit		X	✓	✓
Return Shipping of System		X	✓	✓
Loaner Availability		X	X	✓

- Please contact us at [LASERCare@hamiltonthorne.com](mailto:LASERCare@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 [LASERCare@hamiltonthorne.com](mailto:LASERCare@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.

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