

On Demand Service Options



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.

On Demand Depot Repair / Assessment

- The unit is returned to Hamilton Thorne at the expense of the customer.
- A minimum of 2 hours of time is charged for repair and/or assessment.
- All replacement parts are chargeable.

On Demand On-site Repair / Assessment

- A minimum per day charge, based on system model, is assessed per incident.
- Customer is responsible for travel costs for service technician.
- All replacement parts and shipping costs are chargeable.
- If unit cannot be repaired on site, it is responsibility of customer to ship system to Hamilton Thorne for Depot Repair (see above)

On Demand Preventive Maintenance (PM) (non Service Plan)

- One month lead time required (surcharge will be applied for earlier request).
- Customer to pay travel costs for service technician.
- Non-standard parts are not included in base cost and are chargeable for both part(s) and shipping of part(s).
- System training available at additional cost.
- See reverse side for a description of PM services.

Software Training (CASA Systems Only)

- One month lead time required (surcharge will be applied for earlier request).
- Customer to pay travel costs for trainer.
- A minimum per day charge is assessed based on system type.
- Two day minimum required for TOX IVOS systems.
- Discount applied if combined with On Demand Preventive Maintenance.



On Demand On-site Preventive Maintenance (PM) - Service Descriptions

IVOS PM includes:

- Calibration, alignment/adjustment, and cleaning of IVOS optical system
- Replacement of standard parts (stage cable, fan filter, Bios battery and disposables)
- Checking major parts
- 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 microscope and camera
- Replacement of standard parts (Microscope bulb, Bios battery and disposables)
- Checking major parts
- Checking and cleaning computer
- Updating software to latest possible maintenance release

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

For More Information

Please call us at 800-323-0503 or 978-921-2050 or email support@hamiltonthorne.com to obtain more details and a price quote for on demand services.

Comprehensive Service Plans

Hamilton Thorne offers a suite of cost-effective service plans for both our CASA and Laser Systems. To learn more about our service plan options, please visit our website or contact CASACare@hamiltonthorne.com or LASERCare@hamiltonthorne.com.



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

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