



## Ensure Maximum Productivity With Services from Advanced Instruments

- Service Agreements
- Installation and Training

### Advanced Care Service Agreements

Protect your investment with a service agreement from Advanced Instruments. Take the worry out of service costs and have total peace of mind knowing your instrument is covered.



#### Manage your Maintenance Budget

A service agreement eliminates unplanned expenses and the extra time needed to get approval for unbudgeted costs. **With a predictable maintenance budget, you'll be prepared for unexpected repairs.**



#### Keep your Instrument in Optimal Performance

Your service agreement includes annual preventive maintenance that keeps your instrument running in top condition. You'll maximize instrument performance and decrease instrument downtime.

### Service Agreements

1, 2, or 3 Year Agreements

Benefit	Advanced Care Plus On-Site Coverage	Advanced Care Depot Coverage
On-site annual preventative maintenance	✓	
On-site repairs (includes travel, parts, labor) <sup>1</sup>	✓	
Depot annual preventative maintenance		✓
Depot repairs (includes shipping, parts, labor) <sup>1</sup>		✓
100% manufacturer-trained service experts	✓	✓
Free instrument loaner during repairs	✓	50% discount
Repair parts <sup>1</sup>	✓	✓

### Eligible Instruments<sup>2</sup>

Product	Model
Osmometers	<b>Single-Sample:</b> Osmo1®, 3250, 210
	<b>Multi-Sample:</b> OsmoPRO®, A <sub>2</sub> O
Jar System	Anoxomat® III
Cryoscope	4250
ALP Pasteurization Test System	FLM300

Only our service experts are **100%-certified** and trained to service and repair your instrument.

An Advanced Instruments service agreement promises guaranteed coverage in the event of instrument downtime. If it breaks, we'll fix it — **Guaranteed.**

## Instrument Installation and Training Services

Get your instrument installed fast and your team onboarded quickly. We'll install your instrument and train your team with the skills needed to maximize productivity. **You'll save time and money.**

### Assurance You Can Count On

Our services improve productivity. Training topics include installation, operation, and maintenance.

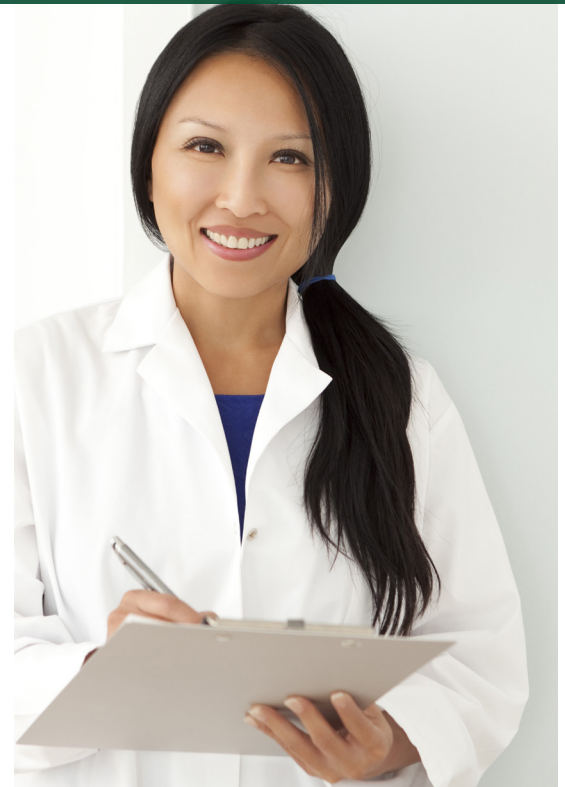
### Benefits of Installation and Training

- Proper installation and setup
- Unpacking and inspection
- Instrument training for staff
- Inspector-ready training documentation

### Installation and Training Packages<sup>3</sup>

**On-site installation & training:** An Advanced Instruments expert provides on-site installation and training for two hours. Additional training hours available. Includes training guides and checklist (Anoxomat<sup>®</sup> III and osmometers).

**Virtual installation & training:** An Advanced Instruments expert walks you through installation and provides two hours of virtual training. Additional training hours available. Includes training guides and checklist (Anoxomat<sup>®</sup> III and osmometers).



Our installation and training experts **ensure** that your instrument is properly installed and your staff is properly trained.



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<sup>1</sup> Customers are responsible for installing parts with expected wear-and-tear. See terms and conditions.

<sup>2</sup> Instruments ship with a one-year warranty. Service agreements are available at and post purchase with coverage starting after the one-year warranty. Coverage is available for instruments less than 5 years old.

<sup>3</sup> Installation and training services do not include LIS setup and troubleshooting.

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PCN00779

MP00061, Rev.0

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