



PRODUCTIVITY

priority response

**PEACE OF MIND**

reliability

EXPERTISE

optimal performance

uptime

## Worldwide Service and Support

LabScape

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Maximizing Your Success, Every Day and Into the Future

# Comprehensive Global Support

## Your Partner in Continuous Improvement

Chemspeed has a long tradition of partnering with our customers to solve real-world application issues. After developing next-generation technologies with industry leaders and assisting customers in selecting the right system and accessories, this partnership continues through training and extended service throughout the complete system life cycle. Our highly trained team of support engineers, application scientists, and subject-matter experts are wholly dedicated to maximizing your productivity with system service, upgrades, as well as application support and training across a very wide range of disciplines.

### Chemspeed Tailors Services to Your Needs:

- Technical Support (remote and/or on-site)
- Replacement Parts and Assemblies
- Application and Training Services
- Repairs and Relocation Services
- LabScape Maintenance Service Agreement



# Wide Range of Service & Support

Our vision is to offer solutions to fit and match different customer needs and ensure the highest standards of reliability and productivity in our customers lab . Our goal is to increase the instrument uptime and to enhance the customer experience in such a way that our customers can focus on using the system for what really matters.

### Factory Warranty

Standard coverage included with your instrument. It protects against manufacturing defects and hardware failures for a specified period after purchase, ensuring peace of mind from day one.

### Extended Warranty

Offers continued protection beyond the Factory Warranty period. It provides the same high level of service and coverage, helping you minimize downtime and manage maintenance costs over the long term.

### LabScape Essential

Our plan keeps your instrument up and running with scheduled preventive maintenance including defined parts.

### LabScape Access

An affordable service offering designed to maintain instrument performance.

### LabScape Complete

Our most extensive plan providing our customers with all services and support needed to ensure peace of mind.

		Warranty Period		Instrument Life Cycle LabScape Maintenance Service Agreement		
		Factory Warranty	Extended Warranty	Essential	Access	Complete
Basic Coverage	Phone Support	✓	✓	✓	✓	✓
	Preventive Maintenance		✓	✓	✓	✓
	SW Update	✓	✓	✓	✓	✓
	Remote Response Time	priority	priority	priority	Service Level Agreement	Service Level Agreement
Core Service	Labor & Travel	✓	✓		1 Service Visit	✓
	Repair Parts	✓	✓		Discount	✓
	Augmented Reality Support				✓	✓
Enhanced Offers	Loaner Tools				✓	✓
	On-site Response Time					Service Level Agreement
	Consumables and Spare Parts Discounts					✓
	Application Training Discount					✓

Specific options may not be available in all regions. Please check availability and further details with your Chemspeed representative. Some services, such as software updates, can be provided either remotely or on-site.



# Expanding Capabilities

## Installation and Qualification Services

After your purchase, Chemspeed assigns a dedicated expert to review installation requirements, align schedule, and tailor training based on your team's skill sets. Once on site, your Chemspeed partner oversees in unpacking and moving the instrument into your laboratory. This is followed by on-site tests to validate performance. After the instrument is fully qualified to performance specifications, the Chemspeed expert will provide tailored training to ensure you are quickly up and running.

## Access to Replacement Parts and Assemblies

Chemspeed maintains an inventory of critical assemblies that are used to reduce customer down time through our replacements process. A technical support engineer will determine if the part is available to be replaced or repaired.

## Diagnostic and Repair Services

Although the vast majority of issues will be resolved quickly through our remote diagnostics, some situations may require more thorough investigation. In these cases, a Chemspeed engineer is available to visit your laboratory to perform advanced diagnostics, or the instrumentation in question is inspected at our repair center. Subcomponents, which are all tested to Chemspeed standards, are guaranteed to meet system specifications, and each repair comes with a warranty.

## Maintenance and Calibration Services

Our support staff routinely visit customer facilities to execute preventive maintenance. In combination with the maintenance visit, our calibration services ensure your system is operating at peak performance and provide one-to-one time to review applications and answer technical questions.

## Relocation Services

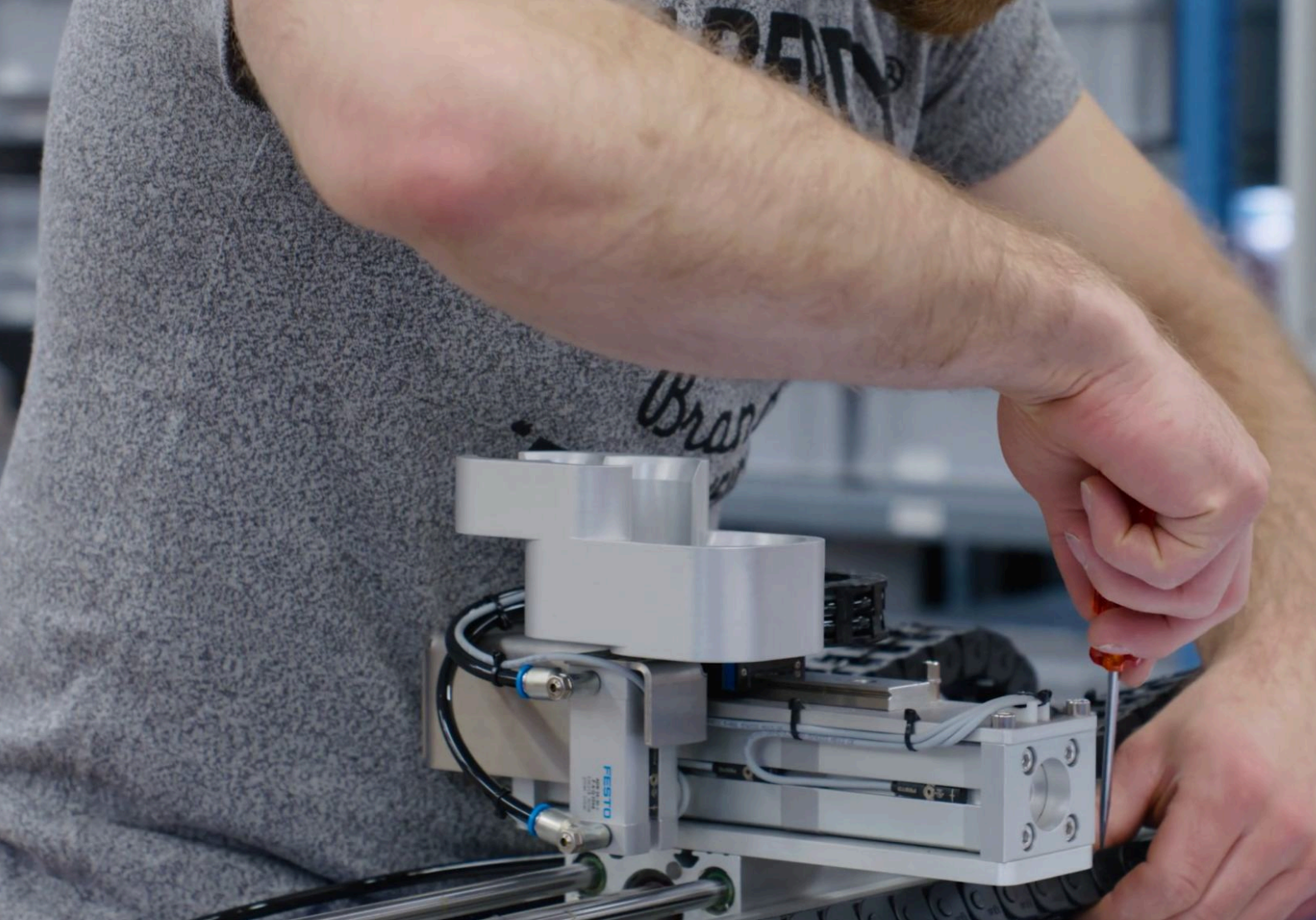
Our Service department provides comprehensive instrument relocation services, ensuring a smooth transition when moving your instrument to a new location. Our skilled technical service team manage the decommissioning, recommissioning, and testing with precision, following all manufacturer specifications and safety standards.

## Facts at a Glance

- Chemspeed provides replacements for high-cost assemblies that require repair to significantly reduce your downtime
- Chemspeed tracks and actively manages each service case
- Our escalation process leverages all parts of the organization (support team, engineering, product management, applications development) to solve challenging issues in an efficient and timely manner combined with our corporate continuous improvement process.
- Repairs use Chemspeed-quality subcomponents, methods, and testing to ensure each repair meets performance specifications and reliability standards
- We track each failure and drive continuous improvements, which are implemented in our new shipments and in repairs where applicable
- Chemspeed maintains a comprehensive on-line support site at <https://www.chemspeed.com/service-and-support>.
- Chemspeed offers post-factory warranty support programs







## Comprehensive Support for the Entire Range of Our Technologies

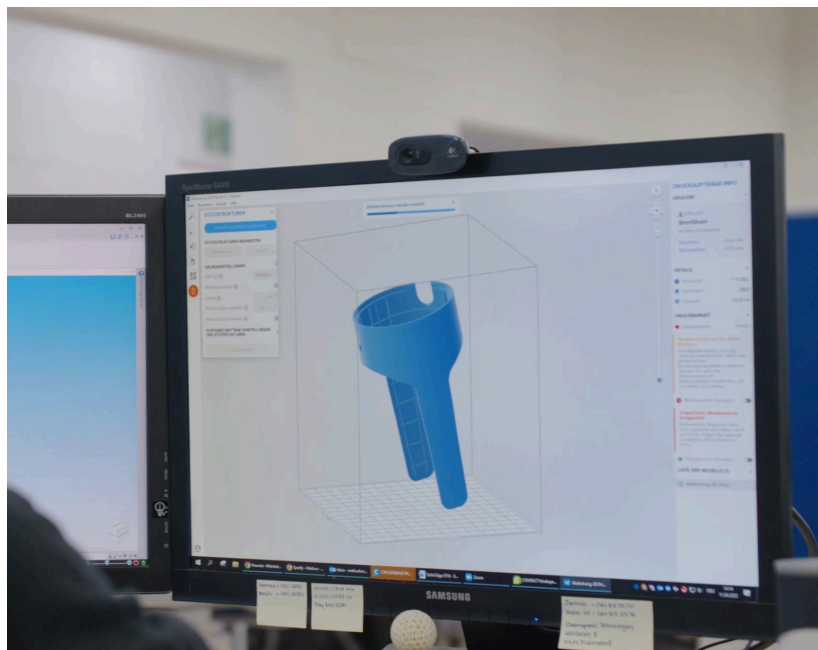
- Automated Platforms
- Robotic Tools
- Reactors
- Racks
- 3rd Party Devices
- Software



# Our Scientists and Engineers Work for You

## Let Our Experts Help Your Experts Succeed

Chemspeed's Technical Service and Support Representatives are certified in installing, maintaining, and servicing your systems, and they undergo regular, detailed training to ensure top-level skills in the installation and operation of Chemspeed hardware and software, as well as in troubleshooting issues and diagnosing repair needs. However, where our experts take the next step as your valuable partner is in their advanced applications knowledge for a wide variety of markets.







### Advanced Applications Support

With Chemspeed's education and training programs, you get access to knowledge about the very latest technology, methods, and achievements in science and industrial metrology. We can provide individualized training from basic operation to advanced application execution, and these services can be delivered during an installation or upgrade visit, through formal lecture/laboratory training at a Chemspeed factory or regional service center, or as a custom training event at your facility.

We offer advanced applications training courses for Chemspeed instrumentation at our factories. The classes, which include both theory sessions and lab sessions, are an excellent way to increase proficiency and gain extra productivity out of your Chemspeed system.

### Consulting Services

Through our specialized consulting services, we partner with customers to optimize your workflows and applications performance (software and hardware), improve connectivity solutions, and deliver customized enhancements that transform their instrument systems into more efficient, tailored platforms.

Chemspeed also offers expertise consulting on selecting appropriate upgrades and optimizing the configuration of their existing modular deck to better align with their evolving needs and workflows.

### Online Resources

Chemspeed provides a wide range of support materials, including product documentation, videos, tutorials, and technical information. Contact our support team to access these resources.

In addition, our online Media Center offers a rich library of helpful videos and webinars. This on-line material covers current topics and real-world case studies across various industries, offering practical solutions to complex challenges, as well as insights into new developments and market trends.

We also offer remote application-specific training led by our application specialists. These sessions are tailored to attend our customers specific needs, making learning more efficient and accessible.

### Remote Augmented Reality Support

With the utilization of cutting-edge Augmented Reality (AR) tools our experts can be virtually anywhere in the world and offer a more cost-effective and quicker support to our customers



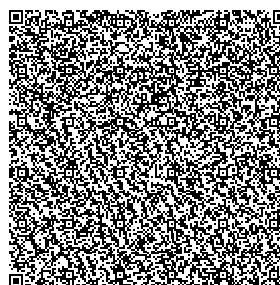
# Worldwide Local Support

Our global organization runs offices in every major area of the world

## Contact an Expert

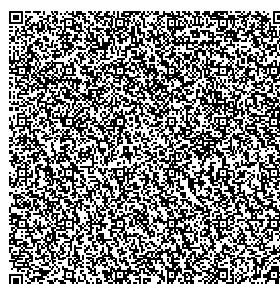
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