

Wyatt Technology Service



Maximize productivity with world-class service

Wyatt Technology is committed to your success by offering comprehensive service plans: Platinum, Gold and Silver

Key benefits of Gold and Platinum Service and Support Plans

- › Onsite preventative maintenance and basic repair services
- › All parts and labor included
- › Always have access to the latest version of software at no additional cost
- › Loaner units available should an instrument require factory repair
- › Comprehensive, first priority technical and application support by phone, email and screen sharing sessions



www.wyatt.com/ServicePlans

Service and Support Plan Comparison

	Platinum	Gold	Silver
On-site Service			
On-site preventative maintenance visit including consumables	Semi-annual	Annual	
Priority on-site service including free parts and labor*	✓	✓	
Field calibration and quality control performance checks	✓	✓	
Reinstallation of instruments after factory service	✓	✓	
Performance check option	✓	✓	
IQOQ revalidation option	✓	✓	
Factory Service			
Priority service including parts, labor, shipping and hardware updates as necessary	✓	✓	✓
Full calibration and quality control testing	✓	✓	✓
Reserved number of loaner instruments for the period of service in the factory	✓	✓	Based on availability
Support and Other Benefits			
Unlimited priority support and application help by phone, email and screen sharing sessions	✓	✓	✓
Priority software support and help by phone, e-mail and screen sharing sessions	✓	✓	✓
50% discount on Wyatt training and events such as Light Scattering University, Short Courses and User Meetings	✓	✓	✓
Software			
Software upgrades for the software released during the plan term**	Requires continuous service plan coverage***	Requires continuous service plan coverage***	Receives certain upgrades for bug fixes
Proactive notification of all relevant software releases	✓	✓	

* Critical Care applies according to service plan. Standard maintenance procedures as outlined in the manual are the user's responsibility except during the annual preventative maintenance (PM).

** Security Pack is 50% off for full version upgrades.

*** A lapse of service plan coverage may require a software version purchase on an a la carte basis to requalify for software upgrades.