

## Nu Instruments Maintenance Service Solutions

Nu Instruments provides a range of post-warranty service solutions to suit various customer requirements. Several annual maintenance service contracts are available as well as attractive on-demand solutions. These services allow our customers to focus on their core activity and leave their maintenance needs and worries to us.

Nu constantly strive to improve service excellence to maximise uptime and productivity for all instrument users. Providing exceptional customer services has remained at the forefront of the business for over 20 years.

We now offer a range of service contracts to further strengthen the high level of customer care delivered. Our mission is to provide users with total peace of mind whilst maintaining outstanding instrument performance, reliability and uptime.

Nu recognise lifetime ownership of complex analytical equipment can become daunting when factoring in unplanned interventions. Our service contracts aim to eliminate uncertainties. Each service package includes priority technical support, an annual preventative maintenance visit and instant access to our worldwide network of service engineers.



### Different levels of benefits included in Nu Instruments

#### Maintenance Service Solutions:

- Pre-planned, budgeted service expenditures
- Full service coverage solutions include an unlimited number of unscheduled visits to handle unexpected breakdown events
- Optimised instrument performance and maximized operational time
- Discounted pricing on Nu Instruments stand-alone aftermarket services

## Nu Instruments Maintenance Contract Options

	Essential	Expanded	Comprehensive	Comprehensive <sup>+</sup>
Annual preventative maintenance visit	✓	✓	✓	✓
Basic consumables for PM visit	✓	✓	✓	✓
Prioritised access to technical support	✓	✓	✓	✓
On-site support	Not included (discounted rate available)	For single reported breakdown	✓	✓
Spare parts requirements	(Discounted rate available)	For single reported breakdown	✓	✓
1st priority for on-site support	Prioritised ahead of non-contract customers	Prioritised ahead of non-contract customers	✓	✓
1st priority for technical support	Prioritised ahead of non-contract customers	Prioritised ahead of non-contract customers	✓	✓
Annual consumables kit				✓
Dedicated response times			✓	✓
3rd party OEM items				✓
Application training credits				✓
Further discounts on consumables	✓	✓	✓	Full annual kit provided
Preferential pricing on performance enhancing upgrades			✓	✓

We will deliver this by:

- Proactively maintaining your equipment to maximise ability
- Optimizing solutions to meet your unique applications
- Enhancing user skills by providing access to product application experts