

Your local **gas generation** partner



Maximize your uptime

Service plans for Peak Scientific gas generators

[PEAK Protected][™]

A **PEAK** gas generation brand

Why **protect** your generator?



Ensure equipment is safe to use



Reduce the likelihood of a major equipment breakdown



Boost gas generator performance



Lower energy costs



Extend lifespan of your system



Maximize instrument uptime

Taking care of your **productivity**

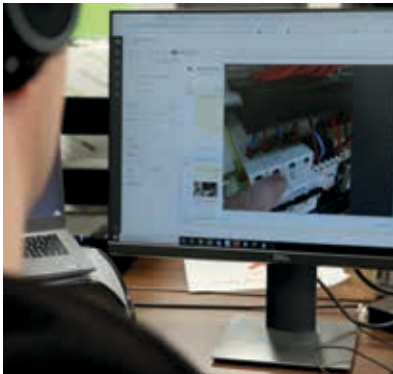
Here at Peak we see your gas generator as your laboratory's lifeline, enabling your analytical instruments to perform and achieve the results you need. With this being the case it is extremely important you look after your 'beating heart' to ensure the best possible results.

Through our **[Peak Protected]** plans, we make sure you get maximum performance from your Peak generator. The worldwide service we provide to our customers is what sets us apart from our competition. With our **[Peak Protected]** world-class after sales support, your Peak gas generator will remain in great condition, but we will also restore your generator's superior performance.

What we **offer**

We understand that the tight deadlines for analysis and quality of the **highest standard** means your gas generator's performance can be critical for your lab. When equipment breakdown leads to downtime, **manufacturer-approved** maintenance is a must, and should you encounter a product issue, you can have peace of mind that with a **rapid response** from dedicated Peak Field Service Engineers located near you and a **95% first time fix rate**, instrument downtime will be kept to a minimum.

With moving parts and natural wear and tear, a missed maintenance is more likely to result in a generator breakdown. Having an annual preventive maintenance plan scheduled with Peak Scientific is important to ensure your gas generator runs at optimum performance.



Visual **Support**

Our augmented reality tool, Visual Support allows our service teams to see your unit remotely using your mobile phone's video camera in real time. With Visual Support, not only will we be able to diagnose issues faster than ever before, we may even be able to solve an issue live. Just another way we keep your gas running day in, day out.

We offer a range of **[Peak Protected]** services to suit your particular needs.



Rapid Response

Complete maintenance care with 24 hour rapid response breakdown cover



Service Plans

Complete maintenance care with guaranteed response time breakdown cover



Replacement Parts

Genuine Peak parts with express delivery, ensuring optimal performance and lifetime



Installation

Trained Peak FSE will visit to install and commission your generator



IQ/OQ

Certified assurance for applications requiring documented qualification



Technical Support Helpdesk

Around the clock support by phone or online with our global technical helpdesk with Visual Support

Service plans to meet the needs of your lab

When assessing the options for your gas generator's service plan it is important to consider that without your gas generator your instrument cannot operate. With that in mind, the key question to ask is, **what is the cost of instrument downtime?**

View our range of comprehensive [Peak Protected] service plans with different options to meet your lab's needs.



PM Plan

Guaranteed response time	✓
Breakdown visits	✓
Updates of components and software included	✓
Annual preventative maintenance visit	✓
Phone/Email access to Technical Support Helpdesk	✓

Complete Plan 48/72 hr

Guaranteed response time ✓

Breakdown visits ✓

Updates of components and software included ✓

Annual preventative maintenance visit ✓

Phone/Email access to Technical Support Helpdesk ✓

Complete Plan 24hr

Guaranteed response time ✓

Breakdown visits ✓

Updates of components and software included ✓

Annual preventative maintenance visit ✓

Phone/Email access to Technical Support Helpdesk ✓

Service plan availability is subject to location, please contact your local Peak service team or visit www.peakscientific.com/contact to get the best service plan for you.

Installation

Equipment installation for the busy lab, regardless of skill or comfort level, can require time which simply is not available.

Peak's installation service offers a convenient and hassle free generator configuration greatly reducing the risk of breakdown resulting from incorrect set-up of your generator.

Our install service also benefits you and your lab by giving you the reassurance that your generator has been set up to function correctly and efficiently, allowing you to focus on your analysis.

IQ/OQ

For our customers in regulated industries, Peak Scientific can carry out a thorough and certified Installation Qualification and Operational Qualification. We recommend this is done whenever the generator is installed or relocated, periodically as part of standard operating procedures, following a major repair or before a previously installed generator is to be used in a regulated environment for the first time.

As part of an IQ our highly trained Field Service Engineers will:

- Ensure your gas generator has not been damaged in transit,
- Confirm the generator is in a suitable environment for operation
- Perform a review of the environment for hazards and provide safety precautions
- Perform an installation functionality check and create an installation report
- Record all activities and issue a certificate of conformity

As part of an OQ our highly trained Field Service Engineers will:

- Ensure the generator is performing to expected standards
- Perform familiarization training with your team, allowing you to use the equipment confidently and safely
- Provide certificated evidence of the validated results of the OQ

Warranty is our commitment to your **peace of mind**

What differentiates a Peak gas generator from other gas generators is our truly comprehensive, on-site warranty. Unlike other gas generators, a Peak generator warranty consists not only of our industry leading, rapid response service delivered on-site with a 95% first time fix rate, but all parts and labour too. This means that in the unlikely event that your gas generator develops a fault, we will send a Peak certified service engineer to your laboratory to repair it. And when we say comprehensive, we really mean it. Every component is covered, and if for whatever reason we cannot ultimately repair your generator, we will replace it free of charge.

Peak Scientific gas generator warranty is unmatched in our industry; no other gas generator company offers unconditional on-site care like we do. Your productivity is our priority. That's the real value in buying a Peak gas generator.

Not yet registered your generator warranty? What are you waiting for?

Register today at www.peakscientific.com/warranty

“ **Excellent and durable** piece of equipment as long as you have the service plan. This generator is no different from any other in that it needs to be **maintained by service personnel** which have the knowledge and availability of parts to **keep it running smoothly** ”

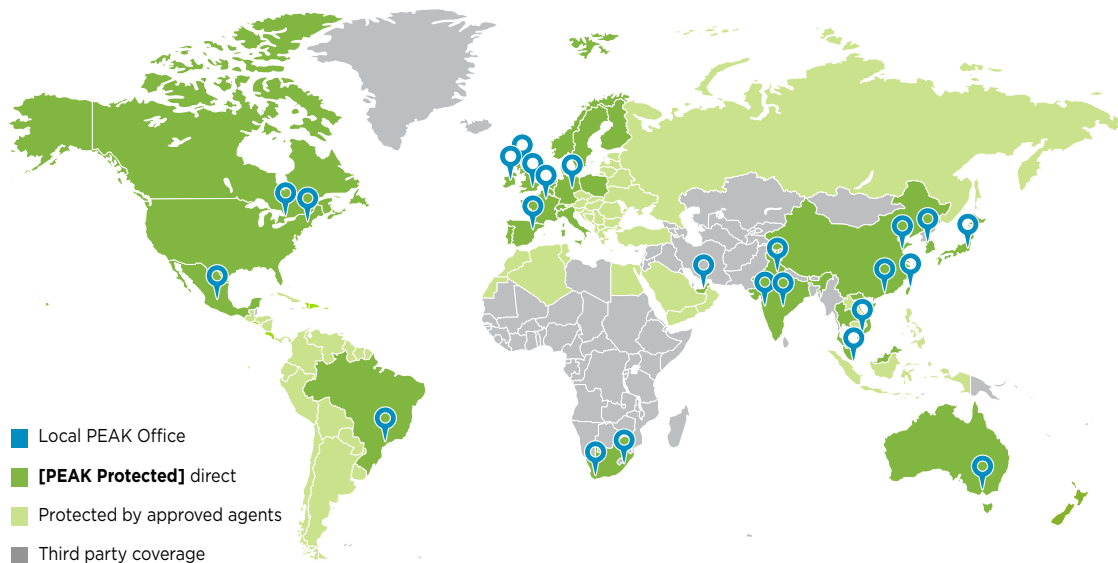
Garland Moore, **Columbia Pain & Spine**



*Impartial review from independent laboratory review site **Select Science**®*

Where we protect

All Peak on-site maintenance support is delivered by a Peak certified field service engineer, no matter where you are located. Having a dedicated network of fully certified engineers spanning across 20 countries in every continent allows us to provide an industry-leading rapid response service to our customers. With **[Peak Protected]**, your laboratory's productivity becomes our top priority.



Contact your local Peak service team or visit www.peakscientific.com/contact to get the **best service plan** for you.

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