

# Complete Plan 48



## All-inclusive 48-hour\* rapid response service plan

**Maximize uptime** and performance with Complete Plan 48. Suitable for labs where uptime is critical, our **best-selling service plan** includes all scheduled preventative maintenance visits and **unlimited breakdown visits, parts** and labor with and market leading **on-site rapid response** time.

## What you get with Complete Plan 48

The **Complete Plan 48** is the investment you need if instrument downtime can impose major disruption on your productivity and overall lab output.

With Complete Plan 48 your generator can run to its full potential year on year with a **preventative maintenance visit** scheduled at a time that suits you, keeping your generator in top condition. Your **service visit** with Complete Plan 48 also includes **updates** to the **latest specification components** and **generator software** at no additional cost. All compressor-based products with a service plan for 4 consecutive years will be eligible for a complementary replacement of the compressor.

In the unlikely event of a product issue, with Complete Plan 48 help is just a phone call away. Peak's **global technical support** is available by phone or e-mail and, should a site visit be required, a Peak field service engineer will be at your location within **48 hours** with all parts, travel and labor expenses covered by the plan.

## Complete Plan 48 Benefits

Guaranteed On-site Response Time	<b>48 hours*</b>
Annual Preventive Maintenance Visit	✓
Breakdown Visits	<b>Unlimited</b>
Phone Access to Technical Support Helpdesk	✓
Updates of Components and Software Included	✓
Spare Parts	<b>Unlimited</b>
Labor	✓

\*48hrs applies to USA, UK & Ireland customers only (excluding Alaska & Hawaii). Standard 72-hour response time applies as normal to other locations throughout the world.