

Complete Plan



Annual service plan with unlimited breakdown visits labor and parts

Maximize uptime and performance in your lab with Peak Scientific's Complete Plan. This plan includes an annual preventative maintenance visit, **unlimited breakdown visits** and **replacement of spare parts**, suitable for labs with moderate to regular use of their generator.

What you get with Complete Plan

The Complete Plan provides **comprehensive coverage**, with **unlimited breakdown visits** in the unlikely event of equipment breakdown. The visit will also **cover spare parts**, with no additional cost for replacement. A 5 working day on-site response time is guaranteed in the Complete Plan.

An annual preventative service visit is also included in Peak's Complete Plan, which can be scheduled at a convenient time that suits you with all parts required for your generator to run optimally throughout the duration of the plan. Your service visit with the Complete Plan 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, help is just a phone call away. Peak's **global technical support** is available by phone and should a site visit be required, a Peak field service engineer will be at your location within 5 working days with all parts, travel and labor expenses included in the price of the plan.

Complete Plan Benefits

Guaranteed On-site Response Time	5 working days
Annual Preventive Maintenance Visit	✓
Breakdown Visits	Unlimited
Phone Access to Technical Support Helpdesk	✓
Updates of Components and Software Included	✓
Spare Parts	Unlimited
Labor	✓