

# 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	<b>5 working days</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	✓