

# PM Plan

## Annual preventative maintenance plan

Safeguard your workflow with Peak Scientific’s **PM Plan**. This plan offers you preventative maintenance at a **lower price** than paying at point of need and includes **discounts on unscheduled call outs** for the duration of your plan.






### What you get with PM Plan

The PM Plan offers you the basic features required for your unit to run trouble-free, giving you peace of mind with a single, one-off **annual servicing** of your generator.

With the PM Plan, a **20% discount** is applied for every additional call out, labor and for any **replacement components required** outwith the preventative maintenance visit. New **parts** and software upgrades are replaced at a charge. All compressor-based products with a service plan for 4 consecutive years will be eligible for a complementary replacement of the compressor.

PM Plan also offers you access to **technical support** if you experience an issue with your generator. Peak’s **global technical support team** is available by phone or email and should a site visit be required, they will arrange a visit to your lab.

### PM Plan Benefits

Guaranteed On-site Response Time	
Annual Preventive Maintenance Visit	
Breakdown Visits	
Phone Access to Technical Support Helpdesk	
Updates of Components and Software Included	
Spare Parts	<b>20% Discount</b>
Unscheduled Labor Costs	<b>20% Discount</b>

# PM Plan+



## Annual service plan with an additional site visit

Get peace of mind with PM Plan+ with annual preventative maintenance at a **lower price** than paying at point of need and an **additional, unscheduled visit included**.





## What you get with PM Plan+

The PM Plan+ will keep your generator trouble-free year after year, with a **preventative maintenance visit** and an **unscheduled call out** included in the unlikely event you experience an issue with your generator.

With the PM Plan+, a **20% discount** is applied for every call out, labor and any **replacement components** required beyond what is already included within the plan. New parts and software upgrades are replaced at a charge. All compressor-based products with a service plan for 4 consecutive years will be eligible for a complementary replacement of the compressor.

PM Plan+ also offers you access to **technical help** if you experience an issue with your generator. Peak's **global technical support** is available by phone or email. Should a field service engineer be required on site, our technical support team will schedule a visit for you at a discounted rate.

## PM Plan+ Benefits

Guaranteed On-site Response Time	
Annual Preventive Maintenance Visit	
Breakdown Visits	1
Phone Access to Technical Support Helpdesk	
Updates of Components and Software Included	
Spare Parts	<b>20% Discount</b>
Labor	<b>20% Discount</b>

# 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	✓

# 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.

# Complete Plan 72



## All-inclusive 72-hour rapid response service plan

**Maximize uptime** and performance with Complete Plan 72, 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 72

The **Complete Plan 72** is the investment you need if instrument downtime can impose major disruption on your productivity and overall lab output.

With Complete Plan 72 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 72 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 72 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 **72 hours** with all parts, travel and labor expenses covered by the plan.

## Complete Plan 72 Benefits

Guaranteed On-site Response Time	<b>72 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	✓

*applies as normal to other locations throughout the world.*

# Complete Plan 24



## Premium all-inclusive 24-hour\* ultra-rapid response service plan

Eliminate costly repairs of unprecedented breakdowns and maintain **high performance** of your gas generator with Peak Scientific's **Complete Plan 24**. Suitable for labs where uptime is mission critical, this **fully inclusive** service plan includes all scheduled **preventative maintenance visits** and **unlimited breakdown visits**, parts and labor, all with Peak's market leading **24-hour on-site ultra-rapid response** time.

## What you get with Complete Plan 24

The Complete Plan 24 is an **essential service** for your lab if instrument downtime risks imposing significant disruption on your productivity and overall lab output.

With Complete Plan 24 your generator can run to its full potential year on year with a **preventative maintenance** visit scheduled at a time that suits, keeping your generator in prime condition. Your service visit with Complete Plan 24 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 24 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 **24 hours** with all parts, travel and labor expenses covered by the plan.

## Complete Plan 24 Benefits

Guaranteed On-site Response Time	<b>24 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	✓

\*24hrs available in USA, Singapore, UK & Ireland only (excluding Alaska & Hawaii).

For full **terms and conditions** visit [www.peakscientific.com/terms-service](http://www.peakscientific.com/terms-service)



# Paid Service

## A single preventative maintenance visit

If you don't have a service contract, with a **Paid Service**, you can benefit from an **annual preventative** maintenance to enhance your generator's efficiency and reliability by assessing performance, conducted by a certified Peak engineer.

## What you get with a Paid Service

A single **preventative maintenance visit** will be performed by a Peak field service engineer. **A preventative maintenance kit, labor fees and travel costs** are covered by the purchase of a Paid Service.

For the upkeep of your generator, parts can be inspected for wear and tear and replaced at a separate charge. **Updates** to the **latest specification components** and **generator software** are replaced for an additional fee.

In the unlikely event of a product issue, with a Paid Service, help is just a phone call away. Peak's **global technical support** is available by phone.

## Paid Service Benefits

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

# Self-Service Plan

## Service plan solution for compressor-free generators

Benefit from **flexibility** to perform **preventative maintenance** on your own nitrogen generator in your own time with Peak's **Self-Service Plan**.





### What you get with the Self-Service Plan

The Self-Service Plan includes a **PM kit** complete with a step-by-step guide allowing you to perform **preventative maintenance** on your own generator. Should a Peak field service engineer be required on site, a breakdown visit can be scheduled at a 10% discount.

For the upkeep of your generator, parts can be inspected for wear and tear. A **10% discount** applies for any replacement parts required for the duration of the plan. Updates to the latest specification components and generator software are replaced for an additional fee.

In the unlikely event of a generator issue, with the Self-Service Plan, help is just a phone call away, Peak's **global technical support** is available by phone.

### Self-Service Plan Benefits

Guaranteed On-site Response Time	
Annual Preventive Maintenance Visit	
Breakdown Visits	<b>10% Discount</b>
Phone Access to Technical Support Helpdesk	
Updates of Components and Software Included	
Spare Parts	<b>10% Discount</b>
Labor	<b>10% Discount</b>



# Labor-Only Plan



## Annual labor plan with x2 site visits





Have peace of mind with Peak’s **Labor-Only Plan**, covering **2 site visits per year** for optimal generator performance. An experienced Peak field service engineer can **help you install** or perform a **general health check** on your generator to make sure all generator components are operating effectively.

## What you get with the Labor-Only Plan

The Labor-Only Plan offers you a **comprehensive** technical performance check on your generator, twice a year. The first visit will be scheduled from or around the starting date of your plan. In the unlikely event that a third visit is required, a 10% discount will apply. For the **upkeep** of your generator, parts can be inspected for condition of the unit.

A separate charge at a **10% discount** applies for the replacement parts. Updates to the **latest specification components** and generator software are replaced for an additional fee. The Labor-Only Plan also offers you access to Peak’s **global technical support** by phone should you experience any issues with your generator.

## Labor-Only Plan Benefits

Guaranteed On-site Response Time	
Annual Preventive Maintenance Visit	
Breakdown Visits	<b>2</b>
Phone Access to Technical Support Helpdesk	
Updates of Components and Software Included	
Spare Parts	<b>10% discount</b>
Labor	<b>10% discount</b>

# Basic Plan

## Annual service plan with additional call out

A **10% discount** applies for any replacement parts required for the duration of the plan. The Basic Plan\* also includes a complementary additional call out and discounted rates on parts and labor for **extra coverage** and peace of mind.





## What you get with the Basic Plan

With the Basic Plan your generator can run to its full potential year on year with a **preventative maintenance visit**, keeping your generator in top condition and preventing future issues. Your service visit with the Basic Plan also includes a basic **PM Kit\*\*** at no additional cost.

For the upkeep of your generator, parts can be inspected for wear and tear. A separate charge at a **10% discount** applies for the replacement parts. Updates to the **latest specification components** and generator software are replaced for an additional fee.

Basic Plan also offers you access to technical help if you experience an issue with your generator, where you can contact Peak's **global technical support** by phone should you experience any issues.

## Basic Plan Benefits

Guaranteed On-site Response Time	
Annual Preventive Maintenance Visit	
Breakdown Visits	<b>1</b>
Phone Access to Technical Support Helpdesk	
Updates of Components and Software Included	
Spare Parts	<b>10% discount</b>
Labor	<b>10% discount</b>

\*Basic Plan is available across India and China only

\*\* Basic PM Kit includes filters only, excluding other recommended components for optimum generator life & performance.

# [Peak Protected]

## The world's most comprehensive laboratory gas generator service

Servicing any equipment in your lab should not be seen as just an option, it should be treated as a necessity. With many moving parts and degrade overtime, especially where generators feature integrated compressors, as well as filters and other consumables, a gas generator needs to be maintained regularly to perform at its best for many years.

Through our [Peak Protected] gas generator service plans, we make sure you get **maximum performance** from your Peak generator. With a global on-site response time of **72 hours, 48 hour** in mainland USA, UK & Ireland and Singapore delivered by Peak's highly trained team of Field Service Engineers located near you and a **95% first time fix rate**, safeguard your lab's productivity with [Peak Protected].

### Why protect your generator?

- **Ensure gas generator is operating to manufacturer's standards**
- **Boost gas generator performance for maximum efficiency and lower energy costs**
- **Extend lifespan of your system**
- **Avoid expensive unexpected maintenance costs**

### Where we protect

All Peak on-site maintenance support is delivered by a Peak certified field service engineer, no matter where you are located. With a dedicated network of fully certified engineers in over 20 countries spanning every continent allows us to provide an industry-leading rapid response service to our customers. Get peace of mind knowing your laboratory gas continues to run uninterrupted year after year with [Peak Protected], that's one less thing to worry about for a busy lab.

Contact us today to discover more!

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