

# ***Analytical Service Support Solutions***



## ***Service Calls***

Much like an automobile, routine checks and maintenance need to be performed regularly on your laboratory instrumentation to keep them in peak operating condition. LECO's trained service specialists can handle anything your instrument may experience.

- **Preventive Maintenance:** Preventive maintenance visits are recommended annually to help prevent unexpected downtime and associated costs
- **Instrument Relocation:** Instrument relocations can be handled by our experienced professionals to save you the hassle of trying to move your equipment
- **Repair Visit:** Should your instrument need repairs, LECO's service specialists can get your lab up and running again

## ***SmartLine<sup>®</sup> Remote Diagnostics***

LECO's convenient internet-based *SmartLine* Remote Diagnostics system provides you with our fastest service solution yet for getting the answers you need—saving you time and money.

*SmartLine* provides you with an on-line support connection between your instrument and LECO's Global Support Center, with trained service specialists able to remotely operate your instrument as if they were right there with you—allowing you to maximize productivity by reducing on-site service calls. LECO service specialists can quickly perform basic diagnostic tests on your instrument, putting us on the same page as you—creating a better flow of communication for quicker, targeted solutions.

# Comprehensive Maintenance Plans

When you purchase a LECO product, it marks the beginning of a partnership that lasts the lifetime of your instrument and beyond. In order to help you achieve the best possible results on your instrument, LECO offers a variety of maintenance plans that package together our service and support offerings supported by LECO's highly specialized service force that is trained to provide the highest level of quality service.

## Benefits of a Maintenance Plan

Maintenance plans are a great way to secure ongoing support. Service records show instruments covered under maintenance plans last longer, maximize up-time, and perform better overall.

- Ability to budget the cost of operation for a pre-determined time in the future
- No concerns about unexpected repairs or maintenance costs
- No hassle waiting for a purchase order when service is needed
- No delays on the approval process to initiate the repairs, which speeds response
- One Annual Preventive maintenance visit included

## Maintenance Plans Comparison

	Silver	Gold	Platinum
<b>Service Call - Annual Preventive Maintenance</b>	Fully covered*, including parts	Fully covered*, including parts	Fully covered*, including parts
<b>Service Call - Repair Visit Labor</b>	1 free service call, if needed	2 free service calls, if needed	3 free service calls, if needed
<b>Service Call - Repair Visit Parts</b>	Not included	Not included	Parts** included for first 3 service calls
<b>SmartLine Remote Diagnostics/Troubleshooting</b>	Unlimited	Unlimited	Unlimited

Maintenance plans are offered in increments of one year and are available only for current production Cornerstone® instruments. Service calls must be troubleshot and recommended by LECO's technical support group. Routine maintenance is not included in service calls.

For a custom quote on the best maintenance plan for your lab, contact [analytical\\_plans@leco.com](mailto:analytical_plans@leco.com) or call technical support at (269) 982-8928.

\* Extra travel charges apply for Alaska and Hawaii

\*\* Excluding consumables