

UAP1 Uptime Assurance Plan – Silver Level



“Where Innovation Meets Quality Workmanship”

Telephone Support	Web Training	Umbrella Coverage	Software Updates	Consumable Kit
X	X	X	X	X

Protasis leverages the Internet to offer efficient Uptime Assurance through a series of subscription services to answer questions, provide training, handle repairs efficiently and update consumables and software.

Many service options come with your purchase to ensure that your startup experience with a Protasis product is smooth and productive. Over time, we encourage most customers to budget ahead for their routine servicing requirements. This prevents unanticipated downtime and cost. Support plans come with the comprehensive telephone support and web training to help you get the most use of your CapNMR probe. For about 10% of your initial purchase, the Protasis Uptime Assurance Plan, Silver Level lets you budget ahead for your routine probe maintenance and provides a package of value-added subscription services to keep the results flowing in your laboratory.

Features

Telephone Support

We’re available to help you and your staff. One year of unlimited access by telephone to our application and design team. Consider the value to you – protection of the resource in shortest supply - your valuable time!



Silver Plan Support includes:

- Assistance in maintaining peak probe performance
- Diagnostic assistance
- Guidance in application and use of probe
- Guidance in fluidic management
- Access to latest application notes / journal papers



UAP1-CNMR	CapNMR Probe -Only Support – Silver Level	CALL
UAP1-HTSL	Support Plan with Sample Loading Accessories	CALL



Web Training

Recognizing that your work environment is constantly changing, Protasis is trying to make it easy for you to brush up on specific skills and quickly train new operators. This year we have expanded our Uptime Assurance Plans to include subscriber access to a suite of narrated slidesets that can be accessed at any time from any web browser. Topics include:

- Probe Installation on Varian, Bruker or JEOL systems
- Intro for New Operators
- Capillary Sample Loading

Umbrella Coverage for Repairs

The Silver Plan lets you budget ahead for normal maintenance*. That lets you buy peace of mind. Then you can rely upon our factory and efficient depot repair to keep your probe running at top performance levels. Simply call us and arrange a return of your probe to our Service Center in Illinois. Turn-around in less than 4 weeks (typical).

Covers:

- Line Broadening
- Component Failures
- Plugging or Coating
- Flowcell Replacement
- Transfer Line Replacement
- Factory Retuning



Software Updates

Silver Plan customers that have HTSL-1100 or other sample management accessories can count on free software updates. As they become available, we'll notify you and discuss an update schedule that meets your needs.



Consumables Kit

Plan customers receive a comprehensive kit of parts and tools, to quickly and conveniently perform minor repairs, filter changes or other operations common to flow-based instruments. These are the same parts that have been tested in use by the experienced installers in our Field Service organization.



* Covers degradation of performance in normal use including plugging, coating, electronics or failure, leaks or other fluidic breakage or failures for the same model of probe. Does not cover misuse, modification, dropage or spills.



For ordering information, please contact our sales office:

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