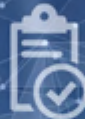


From Eye to Insight



SERVICECARE

Your essential guide for support plans





WHY LEICA SERVICE *CARE*?

We thank you for choosing Leica. Our commitment to you as a Leica Service customer is to provide unlimited access to our world-renowned global Service and Support network. Nobody knows your microscope and cares about your workflow more than Leica. Through *ServiceCare*, you receive expert knowledge and experience to help you maximize system **availability**, maintain peak **performance** and optimize **budget control**.

SERVICE *CARE* PLAN COMPARISON

Service and support plans to fit your needs.

	Standard <i>Care</i>	Advanced <i>Care</i>	Premium <i>Care</i>	Warranty Extension
Maximum System Uptime			●	●
Discounted Upgrades & Services			●	●
Service Parts	-10%*	-10%*	●	●
Labor	-10%*	●	●	●
Travel	-10%*	●	●	●
Remote Proactive Monitoring*		●	●	●
Preventative Maintenance	●	●	●	●
Software Updates	●	●	●	●
Hotline Response Target	Priority	4-hours*	2-hours*	2-hours*
On-Site Response Target	Priority	Priority	3 days*	3 days*

*Varies by region or equipment

Need additional service options? Check out our contract [add-ons](#).



PREMIUM CARE

Ensuring complete peace of mind

Designed to provide you with full coverage for systems that are critical to your workflow. Reducing operational risk and optimizing performance with minimal disruption is of utmost importance.



PERFORMANCE

Key features

- > 3-business day on-site response target*
- > Unlimited replacement of service parts
- > All labor & travel charges included
- > 1-annual preventative maintenance
- > Discounted upgrades & services*
- > Software updates & patches
- > Proactive remote monitoring (RemoteCare)*
- > 2-business hour hotline response target

Key benefits

- > Maximize equipment availability with proactive services
- > Avoid any delays for on-site requests (no paperwork)
- > Operate with full budget control (no unexpected costs)
- > Trust instrument performance and quality of results
- > Protect your system with regular updates and checks
- > Receive immediate remote assistance from our experts
- > Benefit from exclusive rates on additional offerings

WARRANTY EXTENSION

*Varies by region or equipment

Extending your new system warranty

Designed to protect your investment over time with full system coverage for your newly purchased equipment. Delivering maximum convenience and uptime to help you remain operational at all times.



UPTIME

Key features

- > Preferential rates at the time of your equipment purchase
- > 1-annual preventive maintenance*
- > Includes all features of PremiumCare

Key benefits

- > Secure the highest level of uptime for your system
- > Includes all benefits of PremiumCare



STANDARD CARE

Protecting your equipment over time

Designed to maintain your instrument performance with annual visits. Inspecting your system for early detection and resolution of anomalies with routine procedures to prevent costly interruptions.



MAINTENANCE

Key features

- > 1-annual preventative maintenance
- > Priority on-site response time*
- > Unlimited access to our assistance hotline
- > 10% discount on labor, travel and parts*
- > Software updates & patches

Key benefits

- > Trust instrument performance and quality of results
- > Protect your system with regular updates and checks
- > Receive priority remote assistance from our experts

ADVANCED CARE

*Varies by region or equipment

Delivering essential support services

Designed to secure your equipment with intermediate coverage on a limited budget. Ensuring direct access to our Service network for immediate assistance to support your daily workflow.



EXPERTISE

Key features

- > All labor & travel charges included
- > Proactive remote monitoring (RemoteCare)*
- > 4-business hour hotline response target
- > Includes all features of StandardCare

Key benefits

- > Minimize system downtime with priority on-site response
- > Includes all benefits of StandardCare

SERVICE *CARE* PLAN OPTIONS

We offer customizable contract add-ons to upgrade your Service*Care* coverage.

	Life Science	Medical	Industry
PM Kits & Consumables	•	•	•
Workstation Upgrades	•		•
Software Upgrades	•	•	•
Hardware & Accessories	•	•	•
Technical Training	•	•	•
Application Training	•	•	•
Laser Services	•		•
Compliance Services	•		•
Consulting Services	•	•	•
Relocation Services	•	•	•

Securing a multi-year agreement

Benefit from preferential rates to extend your system coverage and help you focus on your workflow with maximum convenience.

Key benefits

- > Lock in prices over time (no inflation)
- > Eliminate annual paperwork (re-justification)
- > Prevent a lapse in coverage (continuity)
- > Use funds now when available
- > Schedule flexible billing plans



SERVICE *CARE* SUCCESS NETWORK

We support our customers through our worldwide network.



Enabling your success with complete workflow support

Keep your operations running around the globe with best-in-class services entirely dedicated to microscopy and over 170 years of history.

Key features

- > Leica Team: 400+ Service & Application experts
- > Leica Training: 4-level factory certification program
- > Leica Logistics: 5 regional hubs for genuine parts
- > Leica OneCall: PhD-level hotline assistance
- > Leica RemoteCare: 24/7 remote monitoring



Please contact your Service Representative or visit our website for more information.

www.leica-microsystems.com/service



CONNECT
WITH US!

Leica Microsystems, Inc. | 1700 Leider Ln. | Buffalo Grove, IL 60089 (USA)
Tel. +1-800-248-0123 | F +1-847-236-3009

www.leica-microsystems.com

