

MATERIALS SCIENCE

Safeguard Your Investment

DSX2000 Digital Microscope Service Plans



EVIDENT

Our Service Plans, Your Peace of Mind

Maximize Uptime, Reduce Costs, and Experience Peace of Mind

Your needs come first, and our service plans are tailored to meet them. We stand behind our products with a commitment to prompt service and technical support to help you achieve your goals. Choose from various service plans to keep your microscope running at peak performance.

Our service contracts include:

- **Priority support**
Minimize downtime with faster response and priority access to our service personnel.
- **Regular scheduled maintenance**
Keep your equipment in peak condition to routinely produce reliable results.
- **Predictable repair costs**
Eliminate unplanned expenses and emergency approval of unbudgeted costs.
- **Seamless support**
Access direct, efficient solutions when you need them for greater peace of mind.

Choose from Our Service Plans

Benefit	Maintenance	Protection	Performance Plus
Priority remote support*	✓	✓	✓
Preventive maintenance	✓	✓	✓
Repair coverage (parts, labor, travel)	10% discount	✓	✓
Fast on-site response**			✓

Key Benefits of Our Service Plans

- Peace of mind
- Increased uptime
- High performance
- Full cost control

In addition, we offer options to extend the original manufacturer’s warranty (excludes wear and tear repairs).

Proven Service Quality

Our service facilities operate at the highest level of quality, and our engineers undertake continuous training. Our global network of Repair Centers are ISO 9001 certified and operate in line with local standards. All services are performed to the manufacturer’s specification and use Evident original parts.

*Priority support with 90% of calls answered directly.
**On-site response within a target of three (3) business days versus seven to ten (7-10) business days for the Protection plan.

DSX2000 Service Plans

Guaranteed* Accuracy and Repeatability

Evident's professional on-site calibration and service plans help ensure your DSX2000 digital microscope continually meets measurement standards. Our service plans, available at the best value when purchased with a new system, provide quality service from expertly trained technicians so that your system delivers the best possible performance. Our multi-year service plans reduce your administrative effort and provide predictable costs.

Annual Preventive Maintenance

- Performance check and cleaning of the objectives
 - Performance check and cleaning of the stage
 - Performance check, cleaning, adjustment and lubrication (if necessary) of the frame
 - Performance check of the computer
 - Calibration with an Evident calibration slide (ILAC or A2LA certified) and provision of a (NIST-traceable**) calibration certificate
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Updates and Support

- Firmware and minor software updates (e.g., bug fixes)***
- Unlimited remote diagnostic support
- Documentation and generation of a service report

Our Protection and Performance Plus plans include the services listed above, as well as repair coverage. The Maintenance plan provides the same services with discounted repair coverage. Extended Warranty, however, only extends the original manufacturer's warranty. If minimizing downtime is critical, consider choosing Performance Plus with an on-site response within a target of three (3) business days.

*The guaranteed accuracy and repeatability apply only if the device has been calibrated according to the manufacturer's specifications and is in defect-free condition. Calibration must be performed by an Evident technician or an Evident-authorized specialist.

**For USA only: NIST-traceable calibration is an assurance program that certifies that a laboratory or manufacturer is fully equipped to calibrate equipment to National Institute of Standards and Technology (NIST) standards and that any products offered by that manufacturer will match those NIST-maintained measurement standards.

*** Provided during on-site service if compatible with existing hardware, product software, and computer operating systems. Application software updates excluded.

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Get covered today to protect your investment. Visit our website and click on Contact Us to submit an inquiry.

EvidentScientific.com/Service