

Service Agreements

Cost Effective Peace of Mind!

For consistent results, scientific instrumentation needs to remain in peak operating condition. To ensure that sensitive scientific instruments are ready when called upon, Azco BioSystems offers numerous support plans for a wide variety of scientific instrumentation. Our field service engineers routinely service instruments from ABI, Hitachi, Transgenomic, Waters, Dionex and others. Service contacts from Azco BioSystems provide quality flexible service designed to meet your business needs while maximizing instrument uptime.

Azco Premier On-Site Support Plan

Premier Features Include:

- *Scheduled preventative maintenance visits*
- *Priority response on-site service*
- *Priority technical telephone support*
- *Applications support*
- *Travel, parts, labor*

Premier Benefits Include:

- *Azco Exchange Program~
we provide a system while we repair yours!*
- *Maximum uptime for your laboratory instruments.*

Azco Basic On-Site Support Plan

Basic Features Include:

- *Priority response on-site service*
- *Priority technical telephone support*
- *Applications support*
- *Travel, parts, labor*

Basic Benefits Include:

- *Azco Exchange Program~
we provide a system while we repair yours!*
- *Peace of mind knowing that when needed,
a trained engineer will be in your laboratory.*

Azco Basic Mail-In Support Plan

Mail-In Features Include:

- *Priority response "Mail-In" service*
- *Priority technical telephone support*
- *Applications support*
- *Parts, labor*

Mail-In Benefits Include:

- *Azco Exchange Program~
we provide a system while we repair yours!*
- *Many instruments are sent to our facility for
repairs, our in-house team is ready to serve.*

Azco Custom On-Site Support Plan

- *This plan consists of all the options that are needed to maximize instrument up-time.
Allow us to build the plan that best meets your specific laboratories needs.*

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