

PROTECT YOUR TECHNOLOGY INVESTMENT WITH WATERS INSTRUMENT SERVICE PLANS

- Maximize system uptime, and minimize unplanned downtime
- Maintain system peak performance
- Control maintenance costs
- Reduce time to market
- Ensure periodic maintenance updates
- Meet GxP regulations

THE CORE OF COMPLIANCE

Qualification

Testing an instrument system or software at a specific moment in time and verifying, with documented evidence, that it meets predefined specifications.

Validation

Verifying with documented evidence that an instrument system or computerized laboratory system continuously operates in a controlled and compliant manner throughout its life.

	AVAILABLE AT TIME OF INSTRUMENT PURCHASE		AVAILABLE AFTER INITIAL WARRANTY EXPIRATION OR THEREAFTER		
	TOTAL ASSURANCE WARRANTY	BASIC ASSURANCE WARRANTY ¹	TOTAL ASSURANCE PLAN	PERFORMANCE MAINTENANCE PLAN	BASIC ASSURANCE PLAN ¹
	Full support provided for a total of two years with a Performance Maintenance visit in year two, at a significant savings.	Fulfills the needs of universities by providing cost effective protection for unscheduled repairs, as well as peace of mind, if a problem should occur.	A complete system package that includes performance maintenance and the reassurance that you can get on-site support if an issue should arise.	Designed for the laboratory with a limited budget, that wants to ensure dependable operation and minimize unscheduled downtime.	Fulfills the needs of universities and laboratories that want to leverage in-house resources and be protected against major repairs.
Onsite Support	Priority	Repairs Only	Priority	✓	Repairs Only
Telephone Support	Priority	✓	Priority	Priority	✓
Waters Certified Field Service Engineers	✓	✓	✓	✓	✓
Annual Performance Maintenance	✓		✓	✓	
Genuine Waters Quality Parts [*]	✓	Repair Parts ²	✓	Performance Maintenance Kit and discount for other parts ²	Repair Parts ²
Labor and Travel	✓	Repair Calls ²	✓	Performance Maintenance visit and discount for other calls ²	Repair Calls ²
Connections INSIGHT ⁺ Remote Monitoring and Diagnostics ¹	✓	Optional	✓	Optional	Optional
Additional Performance Maintenance and Ion Source Cleaning	Optional		Optional		
Firmware Updates	✓		✓	✓	
Hardware Upgrades	Discounted 20%		Discounted 20%		
Customer Training	Discounted 15%		Discounted 15%		
Qualification	Optional		Optional	Optional	

¹ Where available. Contact your local Waters office for details.

² Excludes normal wear and tear, maintenance parts and the labor to install them.

MAXIMIZE YOUR INVESTMENT, UNLOCK THE FULL VALUE OF YOUR WATERS SOFTWARE SOLUTIONS AND CONTROL YOUR UPGRADE STRATEGY.

Plan Benefits

- Lower total cost of operations
- Increased efficiency and productivity
- Greater convenience and accessibility
- Comprehensive support for enterprise-wide operations

PLAN FEATURES	
Priority Access Telephone Technical Support	Knowledgeable technical support individuals available to support you remotely for a quick resolution to any problem.
Product Upgrades Released During Coverage Period	Keep your software up-to-date and control your upgrade strategy with free major product releases and technical advancements.
Software Qualification Option	Assists you in meeting regulatory compliance requirements for your data systems.
Unlimited Email Support	Waters iRequest is a convenient online support request system for you to submit questions via email.
Online Access to Self-Service Support Information	Technical notes, release notes, user manuals and known software issues help you get answers to your questions quickly.
Exclusive Access to Waters Informatics Online Community	Share and interact with peers and Waters software experts worldwide in dynamic discussions.
Discounts on Waters Educational Services	Reduce training costs while keeping your staff trained on Waters software programs.
Priority Access to Information about Future Technologies	Preview new and upcoming products with information provided in the Informatics Online Community.

Plan Exclusions: Instrumentation service; third party computer software, operating systems, hardware and peripherals; supplies or consumables; software, methods or procedures for performance verification, calibration or qualification; onsite support and upgrade installation services

For more information, or to purchase a Waters Software Support Maintenance plan, please contact your local Waters office.