



Instrument Services



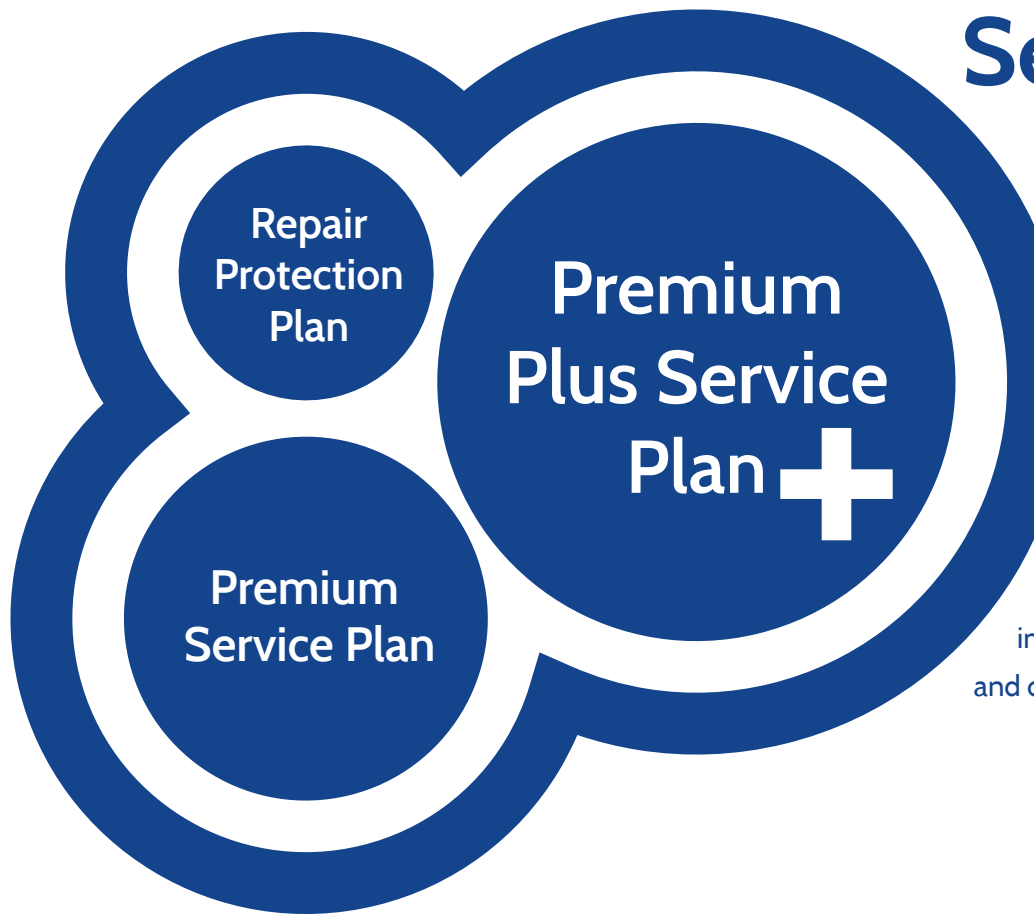
Worldwide coverage. Individual attention.

Micromeritics offers a full range of instrument installation, preventive maintenance and repair services to support instruments through their full life cycle. On-site and factory services are provided through our global network of factory trained and certified service engineers.

For organizations with strict quality requirements, our MIC-9000 Preventive Maintenance process will maximize instrument reliability and ensure the accuracy, repeatability and integrity of results while complying with ISO 9001 and similar standards. Micromeritics also offers formal Installation Qualification (IQ) and Operational Qualification (OQ) services to ensure instruments are correctly installed and operate according to specifications. For organizations that do not require ISO-level documentation, we also offer a standard Preventive Maintenance service.

www.micromeritics.com/support

Service Plans



The Premium Plus Service Plan is designed for instruments coming out of warranty.

This comprehensive plan provides the **same** benefits as our Premium Service Plan, but with **substantial savings**.

Renew annually to maintain eligibility and ensure peak performance, instrument longevity, and operating efficiency.

	Priority Response	Consumables discount	Repair parts	Labor	Travel	PM Visit
Premium Service Plan	✓	✓	✓	✓	✓	✓
Premium + Plan	✓	✓	✓	✓	✓	✓
Repair Protection Plan	✓	✓	✓	✓	✓	
Academic Assistance Plan	✓	✓	✓	*	*	

With over 10,000 installations worldwide, and over 50 years of providing service, we know that plan owners enjoy:

- Maximized uptime
- Reduced cost of ownership
- Well-trained users
- Predictable, easy-to-budget-for expenses with protection from unexpected operating costs



ACADEMIC ASSISTANCE PLAN

This collaborative service plan extends our partnership with academic customers with protection from unplanned downtime and repair expenses. Our experts will remotely support with troubleshooting and repair instruction, with travel onsite if deemed necessary. This efficient plan will ensure the success of students with instrument uptime.