



Surface Measurement Systems
World Leader in Sorption Science

DVS & iGC Instrument Support Plans

Did you know that some of our DVS & iGC-SEA instruments have been in service for over two decades?

At Surface Measurement Systems we pride ourselves not only on manufacturing the world's most advanced sorption instruments, but on providing comprehensive after-sales support, maximizing your instrument's life cycle.

With a variety of Support Plans to suit every budget, we provide you the expertise and peace of mind to focus on what truly matters; the science!

Benefits of our support plans:

Experience has proven that planned maintenance & support visits, enhanced with focused user training, minimizes any ongoing costs of ownership.



Manufacturer trained engineers with over 20 years of experience



Annual performance maintenance visit & validation (OQPQ)*



Telephone & web support (email & video conferencing)



Portal access for real time updates & management of service requests



Priority on-site response reducing downtime



e-learning courses to maximize benefit from your instrument



Tailored on-site & classroom training giving advanced knowledge



Discounted consumables & associated costs

Academic Options

Supporting the Academic community has always been central to the mission of Surface Measurement Systems, with many of our Sales People, Product Managers and Engineers retaining close ties with educational institutions.

We offer tailored Instrument Support Plans designed to support Academic Institutions, as well as the opportunity to work with us on student workshops, sample analysis, new research, and more.

To learn more about these options and how you can engage with Surface Measurement Systems, please contact your Sales Representative, or email: sales@surfacemeasurementsystems.com

Available Support Plans

Pick the plan that's right for you

Our Support Plans are designed to keep your instrument in optimal running condition for years to come, while keeping your unexpected running costs at a minimum.

While we have a range of Support Plans offering different levels of after-sales support, every plan comes with an essential package of services to guarantee instrument performance.

Included in every plan:



**Annual Performance
Maintenance Visit &
Validation (OQPQ)***



**Software & Firmware
Updates ****



**Technical Support
(Telephone & web)**



**Discounts on consumables,
educational content,
& more (see full list below)**

Which plan is right for you?

Along with the services listed above, each of our Instrument Support Plans comes with their own benefits. Pick the plan that's right for your business, and experience an unparalleled level of post-sale support for your instrument, and your team.

Don't forget to check out the Glossary on the back page for full details on any of the benefits list above and below.

| | Hexane | Octane | Decane |
|---|--|--|--|
| | Essential level cover with technical support & a service visit | The next level of cover, giving access to scientific support, e-learning, & more | Complete cover for service & emergency breakdowns, parts, e-learning, & more |
| Annual Performance Maintenance Visit & Validation (OQPQ)* | ✓ | ✓ | ✓ |
| Travel, Labor & Parts | 10% off | 20% off | ✓ |
| Software Upgrades | 10% off | 20% off | ✓ |
| Classroom Training | 10% off | 20% off | ✓ |
| Priority Tech Support | | ✓ | ✓ |
| Scientific & Applications Support | | ✓ | ✓ |
| e-Learning & Portal Access | | ✓ | ✓ |
| On-site Priority Repair | | ✓ | ✓ |
| Multi-year & Multi-system Discounts | | ✓ | ✓ |
| Back-to-base repairs*** | | | ✓ |

*Includes one annual Performance Maintenance Visit & Validation; extra visits and calibration are subject to additional cost

** Applies only to purchased release version - feature upgrades are not included

*** IGC-SEA & DVS Intrinsic Plus instruments only. Does not include shipping costs

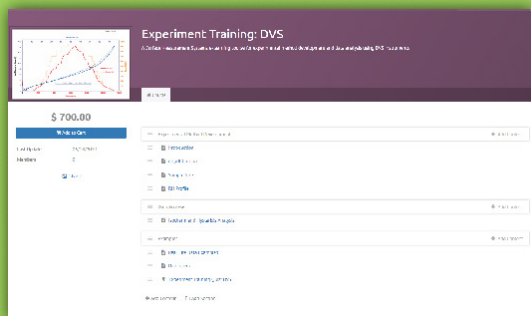
e-Learning Portal

Create in-house experts

To better support our customers & enable the simpler onboarding of new staff, we have created an extensive e-Learning portal easily accessible online.

The portal offers full training courses on our instruments & scientific techniques, as well as a range of application notes, technical advice and a catalogue of video content.

Combined with our after-sales support, the e-Learning Portal will minimize running costs while maximizing instrument performance for years to come.



Instrument Training

Turn your scientists and engineers into instrument experts with our in-depth training courses. This will make sure your staff are equipped to utilize your instrument to its maximum potential.



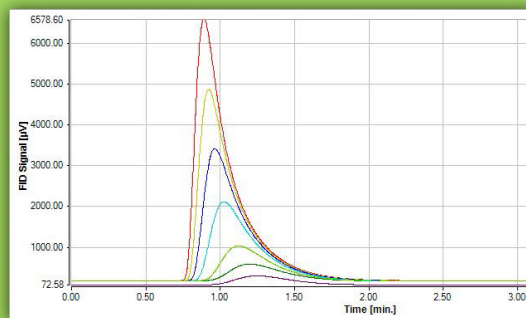
Webinar series

Gain access to a huge range of educational content, from online instrument workshops to in-depth webinars exploring new findings and applications in the area of DVS and iGC using our instruments.



Diagnostic Courses

With courses exploring how to identify issues, troubleshoot root causes, and apply basic repairs and maintenance, you can minimize machine downtime and repair cost.



Instrument Applications

We offer a diverse range of in-depth e-sessions, as well as Application and Technical Notes, that explore various industrial applications for our instruments.

Enquire now at:

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sales@surfacemeasurementsystems.com

USA & Canada

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sales@surfacemeasurementsystems.com

India

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Benefits Glossary

Read in full what's included in each item on your plan

Classroom Training

Depending on your contract, you can claim a discount to attend any of our hands-on advanced classroom training offered at SMSUK, SMS India and SMS North America.

Discounted Labour, parts and travel charges

Discounts are available (depending on contract) towards any costs incurred for visits outside of the annual PMV. This applies to any optional products you may have purchased. These costs are entirely covered under the DECANE package.

Software Upgrades

Generous discounts are available (depending on contract) on all future software releases that are not covered by those already in the PMV; these include new complete releases or feature enhancements.

Annual Performance Maintenance Visit & Validation (OQPQ)

This includes a visit from our factory trained service engineers to clean, inspect & validate your Instrument. All relevant software and firmware updates will be applied. Our detailed OQPQ report will be left with you, providing confidence that the instrument is running at optimum performance.

Priority Technical Support

Any issues with your instrument will be assigned priority status by our Technical Team. Any calls/ emails submitted before Midday will be responded to the same working day.

Scientific & Applications Support

Unlimited access to support from our world leading experts, providing detailed support and advise on method creation and analysis of complex data, leading to improved productivity and results.

Portal Access

Access to our portal allowing you to check progress of any visit you may have scheduled or progress of any issue you may have reported. Instant access to any service reports quotation for audit purposes and speedier resolution.

On-site priority repairs

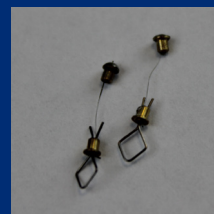
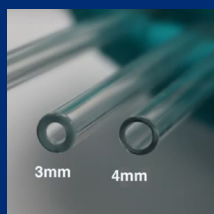
If a visit is required, contract holders will receive priority response from one of our factory trained Engineers. If the issue requires escalation, a further visit from our Product Specialists will be provided at no extra cost.

Multi-year & Multi-system Discounts

Competitive discounts are available on request should you wish to take advantage of multi-year service contracts or have multiple instruments you should wish to cover.

Consumables Discounts

Your instrument is built to last, but it also has a few minor components and accessories that will need to be replaced from time to time. From Sample Pans to Organic Vapor Reservoirs, we offer all these consumables at discounted prices* for our Support Plan holders, helping you keep the running costs of your instrument to a minimum.



*Discounts vary depending on support plan

Enquire now at:

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