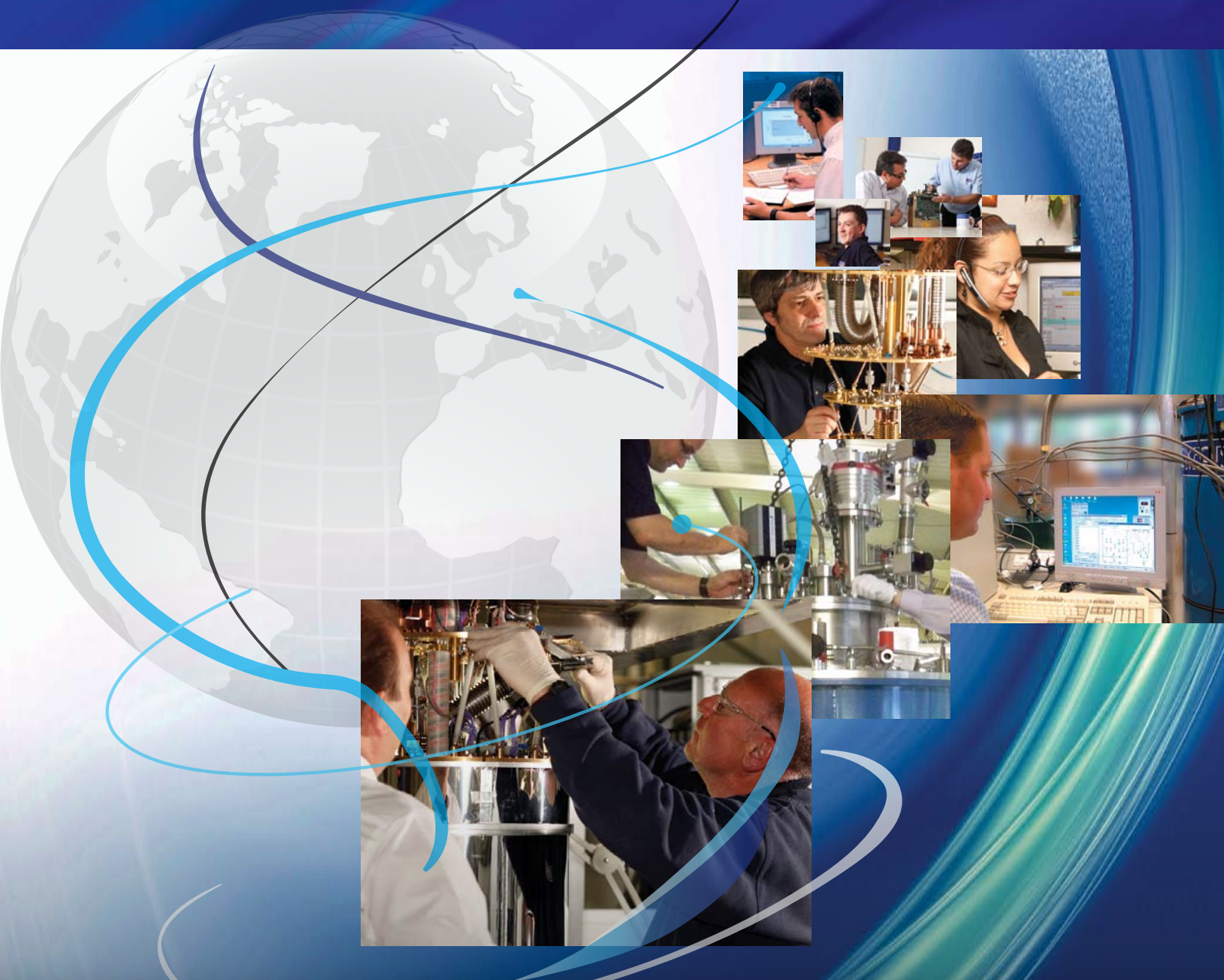


Service

©iService® Worldwide Service and Support

Innovative, flexible, inclusive



The Business of Science®



Commitment to our customers

‘Oxford Instruments is committed to supporting our customers’ success. We recognise that this requires world class products complimented by world class support. Our global service force is backed by regional offices, offering rapid support wherever you are in the world.’

Our commitment ensures the system you purchase will continue to operate at an optimum level of performance. In addition, repair work, if required at any time, will be performed with the maximum efficiency to minimise your downtime.

Working to ISO9001/2000 quality standards, Oxford Instruments’ NanoScience service team has the expertise and practical experience to understand and provide the right solution for every customer.

Help desk support

Five people are dedicated to the Help desk. The team is available to answer phone or email requests – whether the help required is for a parts quotation, technical support on a product, repairs or arrange for a Service engineer visit. Our in-house technical teams have extensive product knowledge dealing with an average of 1,200 calls per month, and answering around 90% of them within 24 hours.

Installation and service

Our team of thirteen expert engineers have more than 100 years experience based on the successful installation of hundreds of dilution refrigerator and magnet systems. We offer installation, commissioning and training on all our products. This can also include project management and help with the site planning, environment and logistics planning for even the most complex installations. Our regional offices are capable of responding to the demands both promptly and efficiently.



Dedicated spares and accessories service

Our OIdirect™ Cryospares® department offers genuine parts and accessories for all our product range and many cryogenic applications. These parts support regular maintenance and upgrade of products. The range also includes many essential items required for the efficient and safe operation of your products.

System maintenance, repair and upgrades

We are able to respond to urgent breakdown requests within four working hours. A full repair and maintenance facility is available; our dedicated technicians successfully repair and service hundreds of systems per year. The average turnaround time is five weeks from receipt of goods. This facility is designed to minimise downtime at customer laboratories. We also offer on-site service assessments for repairs, if your system cannot be sent back to our factory.

We hold definitive records on each system sold, including test and calibration data providing a benchmark for the continued functionality of the product.

SERVICE

ServiceWise contracts

For complete peace of mind

ServiceWise extended warranty

Oxford Instruments offers a standard 12-month warranty on all products. You can also upgrade this cover and purchase extended warranty. Warranty covers parts, labour, return from the factory and third-party items and on-site service if required. We can also loan control electronics and pumps, subject to availability.

ServiceWise service and maintenance contracts for Cryogen-free products

Oxford Instruments offers an increasing range of cryogen-free products, which use mechanical coolers to operate. These coolers require regular maintenance to ensure reliable long-term operation. We have developed service and maintenance contracts to ensure complete peace of mind.

- **ServiceWise Service: Standard**

Offers a comprehensive service at annual intervals. It will include regular maintenance on compressors and pumps as well as vital checks on seals, wiring and instrument calibration.

All expenses and parts are covered by our standard service contract including compressor absorbers and service kits.

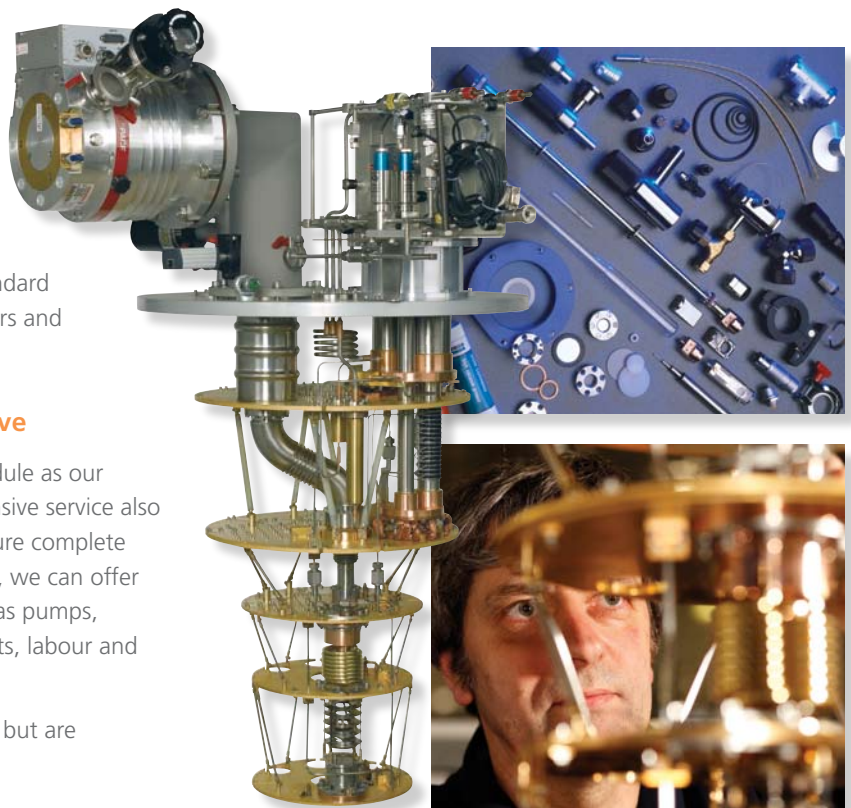
- **ServiceWise Service: Comprehensive**

Offers the same excellent annual service schedule as our standard contract. In addition, our comprehensive service also includes extended warranty protection to ensure complete peace of mind. Should you select this product, we can offer on-site assistance and third-party items (such as pumps, electronics etc) protection. Additionally all parts, labour and transport costs are covered.

Our contracts are based on a three year cycle, but are available to purchase annually.

Why purchase ServiceWise contracts?

- Safeguard your investment: Ongoing, comprehensive support coverage helps to prolong and protect your valuable investment, and can reduce lifetime cost of ownership
- Additional savings can be made when customers purchase a two or three year contract
- Easier maintenance budget planning, as costs are already covered
- Knowledge that systems are being maintained by highly skilled OINS Field Engineers
- Contracted customers benefit from an additional 10% saving on any spares ordered throughout the duration of the contract



SUPPORT

○iService® – A global reach

Only Oxford Instruments can offer genuine spare parts and global service support backed by 50 years professional experience



○iService reaches our customers worldwide

Oxford, UK
Boston, USA
Wiesbaden, Germany

Tokyo, Japan
Beijing, China

Oxford Instruments
NanoScience
Customer Support Group

Please email:

helpdesk.nanoscience@oxinst.com

Tel: +44 (0) 1865 393 311

"The installation was very successful and performed in a highly professional manner. We are positively surprised on the performance of the dipper fridge. Base temperature and handling are even better than specified." **Germany**

"Very positively impressed by the quality of the installation and the detailed training we received. Also impressed by the magnet." **USA**

"My boss was impressed with your fast reactions (almost real-time!!). I would like to thank you for your great support." **Korea**

"Looking forward to some promising scientific work." **USA**

"I want to point out that we are very satisfied with the installation and the performance of the system. The system meets all the specifications and the boil-off rate is amazingly low." **Germany**

www.oxford-instruments.com/oiservice for more information

www.oxford-instruments.com

This publication is the copyright of Oxford Instruments plc and provides outline information only, which (unless agreed by the company in writing) may not be used, applied or reproduced for any purpose or form part of any order or contract or regarded as the representation relating to the products or services concerned. Oxford Instruments' policy is one of continued improvement. The company reserves the right to alter, without notice the specification, design or conditions of supply of any product or service. Oxford Instruments acknowledges all trademarks and registrations. © Oxford Instruments plc, 2010. All rights reserved. Part no: OINS/oiservice10



The Business of Science®