

Warranty and Service - Personalized Support and Lowest Cost of Ownership

Asylum Research

Introduction

Asylum Research is committed to providing the best possible service and support for our **MFP-3D™** and **Cypher™** atomic force microscopes. Fast, effective technical support and expert applications advice is provided at no charge for the life of your AFM. Every Asylum AFM comes with a comprehensive no-cost warranty and is built for exceptional reliability. Our objective is to maximize your productivity and minimize your cost of ownership.

The Lowest Cost of Ownership of any Atomic Force Microscope

- Superior productivity through system reliability, ease of use and exceptional data quality
- Free hardware technical support for the life of your AFM
- Free OnSight Remote Support so we can view, control and diagnose your AFM over the Internet
- Free applications support from expert AFM scientists for the life of your AFM
- The finest applications and technical support anywhere with the fastest response and solution turnaround
 - < 8 working hrs. average response time
 - < 24 hrs. average solution/diagnosis time
 - < 48 hrs. average in-factory repair/replace time with no administration fees
- Comprehensive warranty coverage for the first one or two years (depending on model)
- Low cost extended warranties for predictable cost of ownership in the future
- Modular, upgradeable instrument designs
- Free software version updates and upgrade support
- On-Line User Forum for sharing tips and solutions
- Almost maintenance-free, grating included to verify scanner calibration

Customer Support

Asylum Research customers routinely cite our customer support as the best in the AFM industry. We provide much more than just the basic technical support you expect to keep your AFM working. Our staff of AFM scientists is always available to consult for advice, tips and hints to get the very best results from your Asylum Research AFM.



Our support staff has proven leadership within the AFM community with over 300 years of collective AFM experience.

How to Get Support

Customer support site

<https://support.asylumresearch.com>

- Downloads for the latest software and documentation
- Contact information on how to call or e-mail us

Phone support

Call 888-472-2795 or 805-696-6466 and ask for Support

Email support:

support@AsylumResearch.com

Web support

www.AsylumResearch.com under "Support"

Asylum Forum

Forum.AsylumResearch.com

- Communicate with other Asylum Research AFM users

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INSTRUMENTS

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Industry Leading Warranties

- Flagship AFM systems (all Cypher AFMs, MFP-3D Infinity,[™] and the MFP-3D-BIO[™]): 2 years
- Lower-cost AFM systems (MFP-3D Origin,[™] MFP-3D Classic,[™] MFP NanoIndenter): 1 year
- Asylum accessories: 1 year or 2 years if purchased with a flagship AFM system.
- Third-party accessories: Original manufacturer's warranty (terms vary)

Asylum provides the best warranties in the AFM industry. The warranties cover all parts and labor, return shipping, and any required travel expenses, for problems occurring due to normal usage, making Asylum AFMs the lowest in cost of ownership. Because of our robust, reliable systems, you can be sure that the cost of ownership will remain low even beyond the warranty period. In the unlikely event that a repair is needed, you can be assured of the fastest turnaround time in the industry. Extended system warranties are priced fairly and competitively for additional predictability in the long term.

Visit www.AsylumResearch.com to learn more

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