



# MESO<sup>TM</sup> SECTOR S 600

## WARRANTY SERVICE PLANS

### Standard Limited Warranty

Included with the purchase of the SECTOR<sup>®</sup> S 600 instrument.

#### Coverage

- First year of ownership (12 months).
- Defects in materials and workmanship.
- Initial instrument installation and verification.
- Repairs associated with the warranty.

Any service visits, repairs, or maintenance outside the standard limited warranty will be charged at an hourly labor rate, plus parts and travel costs.



### Total Service Packages

Purchased separately, renewed annually.

#### Available Coverage

- Instrument installation and verification.
- Parts, labor, and travel charges for repairs to instrument, computer, and UPS.
- Easy service requests; no purchase order or paperwork required.
- On-site and telephone support.
- On-site rapid response (24-72 hours, depending on the service plan, location, and service).
- Priority delivery of replacement parts.
- Upgrades to DISCOVERY WORKBENCH<sup>®</sup> software.
- Pre-scheduled service visit for preventative maintenance. This visit includes preventative cleaning and servicing, any necessary repairs and upgrades, and complete testing and requalification of the instrument performance.
- Assistance with relocating instrument at a customer site. Relocation includes installation and requalification after move.
- Assistance with networking and system administration.
- Accident assistance (plate jams and user errors).
- Assistance with installation qualification for internal validations.

## Other Services

MSD® also provides the following services:

- **Preventative Maintenance**

This service includes preventative cleaning, servicing, and complete testing and requalification of the instrument. Price includes labor and lab supplies. Replacement parts are not included and will be charged accordingly.

- **Installation, Operational, and Performance Qualification (IQ/OQ/PQ)**

Price includes labor and lab supplies. Replacement parts are not included and will be charged accordingly.

- **Pre-Contract Inspection**

If there is a gap in service coverage, a pre-contract inspection of the instrument will be required prior to the purchase of a Total Service Package. Repairs will be charged at an hourly rate plus parts.

- **Repairs and Service**

## Warranty and Service Packages

Service	Total Service Package Gold	Total Service Package Silver	Limited Warranty
Instrument installation and verification	■	■	■
Defects in materials and workmanship	■	■	■
Parts, labor, and travel charges for repairs to instrument, computer, and UPS	■	■	■
Telephone support for service inquiries during MSD business hours: 5:30 AM to 8:30 PM (United States East Coast Time)	■	■	■
Guaranteed on-site rapid response (24-48 hours, depending on the service and location) for service visits	■		
Guaranteed on-site rapid response (48-72 hours, depending on the service and location) for service visits		■	
Preventative maintenance (2 per year)	■		
Preventative maintenance (1 per year)		■	
On-request paperless service	■	■	
Accident assistance (plate jams and user errors)	■	■	
Moving, relocation, and qualification	■		
Assistance with networking and system administration	■	■	
Software updates	■	■	
Instrument recalibration and requalification	■		
Priority delivery of replacement parts	■	■	
Assistance with installation qualification for internal validations	■		
Upgrades to DISCOVERY WORKBENCH software <sup>1</sup>	■		

<sup>1</sup> Includes one seat to data analysis software on the instrument.

## Ordering Information

Service	Catalog Number	Price
Total Service Package Gold	WC1XX-1	\$25,000
Total Service Package Silver	WC2XX-1	\$19,000
Preventative Maintenance Service (without active service package)	SC1XA-1	\$10,000
Installation, Operational, and Performance Qualification (IQ/OQ/PQ)	SC1XB-2	\$10,000
Pre-Contract Inspection	SC1XC-1	\$2,500
Repairs and Service	Please call for quote	

## Contact Information

Customer Service

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