



Your guide to Peak
Service & Support



PEAK service & support



ALARM



SERVICE

Website: www.peakscientific.com

Email: info@peakscientific.com

Our values

Peak Scientific's service department is here to help you achieve optimum performance from your gas generator throughout its life.

We have Service teams around the world dedicated to providing support to you and your Lab's often complex needs. All of our Field Service Engineers are extensively trained and are employed by Peak.

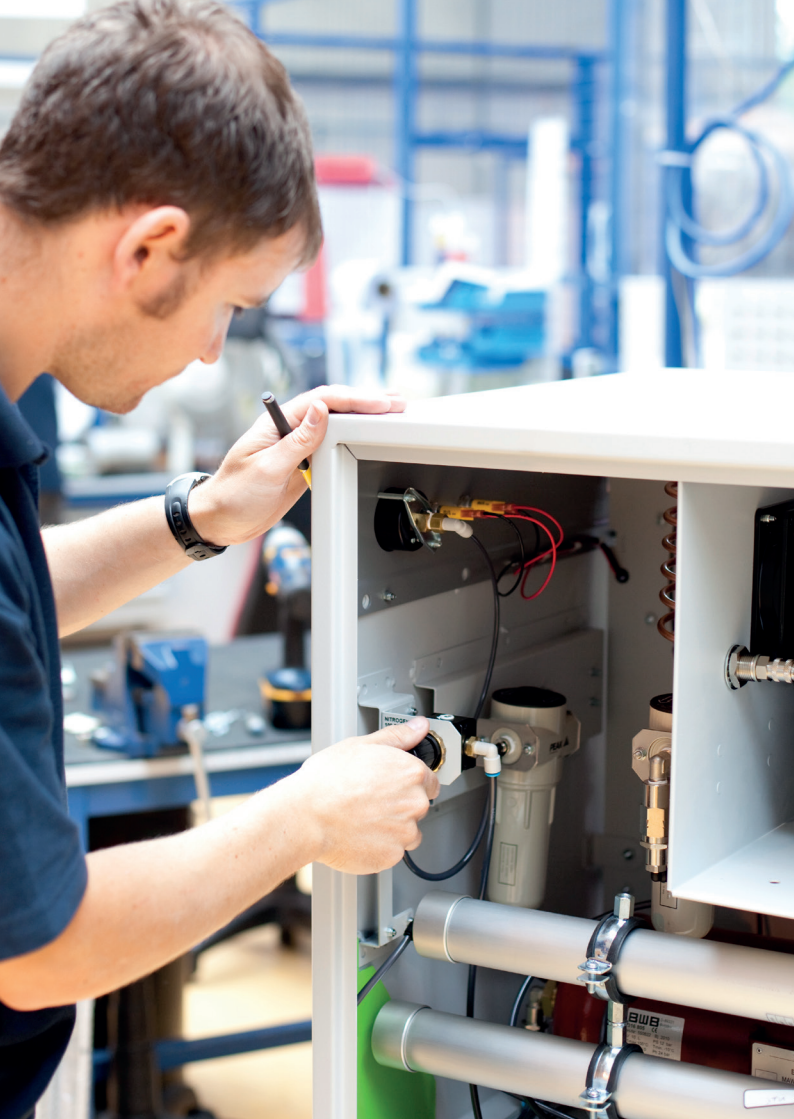
We don't use third parties. Wherever you are and whatever your needs, we are never far away.

We are proud of our Service ethos – we take a step beyond traditional maintenance and repair, looking after your specific gas needs every step of the way.

So take it easy. Relax. It's time to let Peak Scientific take the strain in the Lab ensuring your generator maintains at 'Peak' performance.



PEAK SCIENTIFIC. GO WITH THE FLOW.



At your service

There are several major advantages of a Peak Service plan;

- Maximised generator productivity and sustained performance
- Preventative maintenance, designed to eliminate downtime
- Maintenance performed at your site, at your convenience
- Dedicated technical support hotline
- Fully certified extensively trained Engineers
- Guaranteed response times < 72 hours from call to fix
- Cost savings on adhoc service and repair
- Inclusive upgrade programmes
- Increased generator lifespan
- 95% first time fix
- Choice of two support plans to suit your individual needs

We've got you covered!

// **Standard Service Plan**

- Scheduled preventative maintenance
- Maximise uptime
- Reduce unforeseen breakdowns
- All service parts included
- 10% Discount on additional parts

NB: Our Standard Plan is not available in all locations.
Please call Peak Support for further details.

// **Complete Service Plan**

- Comprehensive solution
- Scheduled preventative maintenance
- Annual compressor maintenance including scheduled free of charge replacements
- Full breakdown cover
- All on-site labour & service repairs included
- Priority response time
- Complete peace of mind!

PEAK SCIENTIFIC. GO WITH THE FLOW.

At your service

	Standard	Complete
PM Visits		
- Call out, labour, travel	✓	✓
- Service Parts	✓	✓
- Function Check	✓	✓
- Additional Spare Parts (if required)	X	✓
- Compressor Refits / Replacements (if applicable)	X	✓
Breakdowns		
- Call out, labour, travel	X	✓
- Spare Parts	X	✓
- Full Breakdown Cover	X	✓
- All on-site breakdown visits included	X	✓
Guaranteed Response Time	X	✓
System Upgrades (if applicable)	X	✓
Flexible Payment	X	✓

Both our **Standard** and **Complete Plan** customers can also receive instant remote support through our worldwide Technical Support Teams. These specialists will work to diagnose any issues quickly and efficiently before recommending the correct course of action. They can often even provide a fix over the phone getting you up and running even faster!



Testimonial

“Here at Battelle UK we have two Nitrogen Generators which have been extremely reliable and robust over the years. The service we have received has been of a very high quality, always friendly, courteous, and with a very fast turnaround.

This was highlighted recently when one of our generators developed a small issue, which has been extremely rare, one of simple wear and tear which is to be expected from an instrument that is twelve years old. I made a call to Peak Scientific’s service line, expecting the mass spectrometer to be down for a couple of days, but in less than two hours an engineer was on site and the problem fixed within the hour. We were able to resume our workload immediately and were delighted with the speedy resolution.”



Case Study

// Client **Lee Skinner, Lab Manager, Battelle UK**

// Analysis **AB Sciex API 5000 & Thermo Q Exactive**

// Peak Generators **NM18L (7½ years old) & NM30LA (11 years old)**

// Service Plan **Complete**

Testimonial

“We’ve had a Peak Scientific N300DR Gas Generator to supply nitrogen and zero air to our mass spectrometer for five years now. Other than one brief issue, this instrument has been flawless.

This instrument is being used for clinical assay and it demands minimum down time and quick turnaround time when it occurs. Our Peak generator’s four compressors for dual modes design works to keep the system running should one of the compressors malfunction.

A red light alerts users when the system is running in single mode and that it is time to arrange a service. This means we can organize a service call at our convenience. Peak are good to work with and their service has always been prompt and professional.”



Case Study

// Client **Terence Law,**
Lab Scientist, Boston
Children’s Hospital

// Analysis **AB Sciex**
api 5000

// Peak Generators
N300dr (5 years old)

// Service Plan **Complete**

Locations

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