

# How to Choose the Right Waters FlexCHOICE Service Plan for You

Safeguard your Waters™ LC and LC-MS systems to boost lab efficiency, optimize costs, and accelerate innovation

## GET COMPREHENSIVE WATERS SERVICES IN EVERY FlexCHOICE™ PLAN.

Waters FlexCHOICE service plans support your laboratory when you need it most, no matter which plan you choose.

### All FlexCHOICE plans offer

Quick access to the Waters Expert Center

Priority Field Service with Waters Quality Parts™

Immediate Help from Waters Online Resources

Expert Chemistry, Column, and Application Assistance

## WHAT TYPE OF USER ARE YOU?

Flexible plans allow you to choose exactly the coverage you need.

### INSTRUMENT USAGE IS LOW-MEDIUM

- You can schedule instrument usage around some downtime
- You prefer a Waters Certified Field Service Specialist to perform maintenance



#### FlexCHOICE Contracted Performance Maintenance

- Superior maintenance care to ensure peak performance
- Annual coverage which can be purchased post-warranty period and at contract renewal
- Includes one Waters Performance Maintenance completed by a Waters Certified Field Service Engineer using Waters Quality Maintenance Parts
- Discount on parts, labor and travel on any repairs outside scheduled Performance Maintenance
- Free Firmware updates during Performance Maintenance

#### Additional Available Services

- Additional Performance Maintenance visits
- Instrument qualification services
- Instrument calibration

### INSTRUMENT USAGE IS HIGH

- Uptime is important
- Internal resources are available to perform routine instrument maintenance tasks
- You would like Waters Certified Field Service Specialists to repair the instrument in case of failure

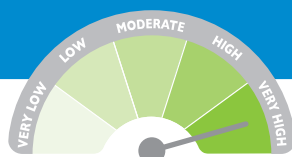


#### FlexCHOICE Service and Support

- Predictable service repair costs to minimize downtime
- Coverage for 2-5 years if purchased with instrument and 1-4 years if purchased post-warranty period and at contract renewal
- Free Firmware updates during Performance Maintenance
- Includes Waters Field Service for all major repairs performed by Waters Certified Field Service Specialists using Waters Quality Parts

### INSTRUMENT USAGE IS CONSTANT

- Uptime is critical
- You prefer a Waters Certified Field Service Specialist perform all routine maintenance and all repairs
- You would like to include instrument qualification or other services in the service solution



#### FlexCHOICE Service and Support with Performance Maintenance

- Comprehensive repair and maintenance to ensure peak performance
- Coverage for 2-5 years if purchased with instrument and 1-4 years if purchased post-warranty and at contract renewal
- Includes Waters Field Service for all repairs plus one Waters Performance Maintenance Visit per year conducted by Waters Certified Field Service Specialists using Waters Quality Parts
- Free Firmware updates during Performance Maintenance
- 15% discount on all educational services
- 20% discount on hardware upgrades

#### Additional Available Services

- Additional Performance Maintenance visits
- Instrument qualification services
- Instrument calibration
- Ion-source cleaning for mass spectrometer
- HPLC detector calibration
- 48 hr on-site response time\*

## WHAT CUSTOMERS SAY ABOUT WATERS SERVICE

Waters ranks #1 vs. other vendors<sup>1</sup>

82% of our customers said we were responsive to their needs<sup>2</sup>

87% of service plan customers would recommend Waters service to their colleagues<sup>2</sup>

80% of customers say we ensure our products perform reliably<sup>1</sup>

\* Availability may vary by region and system configuration.

### REFERENCES

- Results of 2021 Relational Net Promoter Score Survey from 2654 laboratory scientists and managers
- Results of 2021 Worldwide Field Support Customer Survey, 8800 respondents

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