

Your local **gas generation** partner



**[PEAK Protected]**™  
World-class **Generator Care**

The **most**  
**comprehensive** gas  
**generator care** in  
the world.



# Safeguard your laboratory workflow with [**PEAK Protected**]<sup>TM</sup>

When you invest in a **Peak Scientific gas generator** you buy more than just a product, the initial purchase is just the **start of a lasting relationship** with Peak. What **sets us apart** from the competition, besides our innovative gas technology, is the service we provide to our customers in the form of [**Peak Protected**] support care.

Servicing any equipment in your lab should not be seen as just an option, it should be treated as a necessity. With many moving parts and wear and tear, especially where generators feature integrated compressors, as well as filters and other 'consumables', a gas generator needs to be maintained regularly to perform at its best for many years.

Here at Peak we see your gas generator as the **beating heart of your laboratory**, enabling your analytical instruments to **perform and achieve the results you need**. With this being the case it is extremely important you look after your 'beating heart' to ensure the best possible results.

We offer a range of [**Peak Protected**] services to suit your particular needs.



#### **Premium Plan**

Complete maintenance care with 24 hour rapid response breakdown cover



#### **Complete Plan**

Complete maintenance care with guaranteed response time breakdown cover



#### **Fixed Price PM**

Preventative maintenance carried out by an expert Peak engineer at a time that suits you



#### **Supported Plan**

Preventative maintenance support specifically for compressor-less generators



#### **Paid Repairs**

On-site repairs carried out by a certified Peak FSE in case of a breakdown



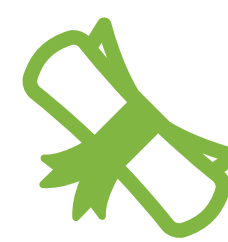
#### **Replacement Parts**

Genuine Peak parts with express delivery, ensuring optimal performance and lifetime



#### **Installation**

Trained Peak FSE will visit to install and commission your generator



#### **IQ/OQ**

Certified assurance for applications requiring documented qualification



#### **Technical Support Hotline**

Around the clock support by phone or online with our global technical helpdesk

For further information on [**Peak Protected**] services please visit: [www.peaksscientific.com/protected](http://www.peaksscientific.com/protected)



IQ/OQ CERTIFICATION

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PREMIUM PROTECTED

# Premium Protected

## Guaranteed 24 hour response service plan

- Industry leading service with a **guaranteed rapid on-site response within 24 hours**
- **Around the clock** priority access to **technical support**
- **Minimize downtime** through planned preventative maintenance
- **Manage annual running costs** with all replacement parts and labor covered

By listening to **our customers** and fully appreciating that there are many **time critical** and **cost sensitive** analyses being carried out daily, Peak has created a **premium support** package that offers an **unprecedented rapid on-site response** to your laboratory within **24 hours\*** in the event of a technical problem with your generator.

This is an **industry first** in the world of gas generation. As well as a **guaranteed rapid response of 24 hours**, Premium Protected also gives you **complete peace of mind**, around the clock priority access to **technical support** and planned preventative maintenance to avoid any potential issues that may occur due to general wear and tear.

In the highly unlikely event of your gas generator developing a technical fault, **Peak is never far away**. Having a direct **local presence in over 20 countries across every continent**, allows us to have a Peak certified engineer on-site quickly. With an average **first-time-fix rate of 95%**, your laboratory workflow and productivity are our top priority.

\*Monday to Friday working days only

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### Why Premium Protected?

Premium Protected provides a **guaranteed next business day response** to any issues. It boasts of a **95% first-time-fix rate** from our certified Peak engineers and yearly maintenance check-ups for your equipment, giving you complete peace of mind and ensuring your workflow integrity.

**Reduce the risk of unexpected breakdowns** with scheduled preventative maintenance visits and increase the life span and efficiency of your gas generator with Premium Protected.

No other laboratory gas generator manufacturer can deliver such a rapid and comprehensive response - another example of Peak Scientific's innovation and being at the forefront of customer service!

#### Peace of Mind

- **Guaranteed rapid on-site response within 24 hrs**
- **Genuine Peak parts from our ISO9001 approved factory**
- **Certified Peak Engineers with 95% first time fix record**
- **Full auditable service history**

#### Minimize Downtime

- **Planned preventative maintenance**
- **Priority customer status for all repair calls**
- **Around the clock support from our global technical helpdesk**
- **Upgrade program and engineering improvements to increase lifespan and efficiency**

#### Manage Costs

- **No additional charges for callouts, travel, labor and parts**
- **Improved efficiency and reduced energy consumption costs**
- **Fully managed schedule, freeing up your team's valuable time**
- **Range of payment options**



“The Peak gas generator systems are great but it is really the service that is most critical.”

**Snjezana Covic,**

Director Clinical Operations CGMBS MB(ASCP) CCS CG(ASCP), Vantari Genetics

To discuss our Premium Protected plan and our range of payment options speak to your local Peak representative today or for more information visit: [www.peakscientific.com/protected](http://www.peakscientific.com/protected).

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# Complete Protected

## Guaranteed response time service plan

- Guaranteed on-site response time of under **72 hours worldwide\***
- **Improved proficiency** and reduced downtime
- **No unexpected** parts or labor **costs**
- Around the clock access to **technical support**

**Complete Protected** is Peak Scientific's **world-class** generator service plan specifically designed to give you **complete peace of mind**, priority access to **worldwide technical support** and a **guaranteed on-site response time** of under **72 hours worldwide\***, in the untimely event of breakdown.

Complete Protected plan allows you to mitigate against the consequences of unexpected generator breakdown and **manage lifetime costs of ownership**. With priority on-site repair and regular maintenance scheduled to suit you, our Protected plans help you **minimize disruption to laboratory workflow**, efficiency and productivity. All with the reassurance of **no unexpected or hidden costs**.

In the event of your gas generator developing a technical fault, Peak is never far away. Having a direct **local presence in over 20 countries across every continent**, allows us to have a Peak certified engineer on-site quickly. With an average **first-time-fix rate of 95%**, your laboratory workflow and productivity are our top priority.

Engineered specifically to remove the worry, strain and hassle out of generator ownership, wear and tear and potential breakdown, **Protected has you covered**.

**[PEAK Protected]**<sup>TM</sup>

\*48 hour response in mainland USA and UK

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### Why Complete Protected?

Our [Peak Protected] Complete Protected Plan offers a **95% first-time-fix rate** from our certified Peak engineers, a **timely response time of 72 hours** and **yearly maintenance check-ups** for your equipment.

Reduce the risk of unexpected breakdowns with scheduled preventative maintenance visits and increase the life span and efficiency of your gas generator.

#### Peace of Mind

- **Guaranteed swift on-site response within 72 hours**
- **Genuine Peak parts** from our ISO9001 approved factory
- **Certified Peak Engineers** with 95% first-time-fix record
- **Full auditable service history**

#### Minimize Downtime

- **Planned preventative maintenance**
- **Priority customer status** for all repair calls
- **Around the clock support** from our global technical helpdesk
- **Upgrade program and engineering improvements** to increase lifespan and efficiency

#### Manage Costs

- **No additional charges** for callouts, travel, labor and parts
- **Improved efficiency and reduced energy consumption costs**
- **Schedule fully managed** freeing up your team's valuable time
- **Range of payment options**



“Our Peak gas generator, in use with an ABI LC-MS system, has served us very reliably for a number of years now, in part by virtue of keeping it under a service contract - not inexpensive, but worth the expenditure in terms of length of service and reliability.”

**Ronald A. Hill, Ph.D.**, The University of Louisiana at Monroe

To discuss our Complete Protected plan and our range of payment options speak to your local Peak representative today or for more information visit : [www.peakscientific.com/protected](http://www.peakscientific.com/protected)

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# Fixed Price PM

- Maintenance scheduled in advance at a **time that suits you** and carried out by a **dedicated engineer** to minimize inconvenience
- **Fixed price** regardless of PM requirements
- **20% discount** on any additional spare parts and services
- Around-the-clock access to **global technical support team**

**Periodic maintenance** of your generator is essential to ensure that any potential issues, which may occur due to general wear and tear, are avoided and it continues to perform to its specification. To keep your generator operating at its best, Peak Scientific has created a **Fixed Price Preventative Maintenance plan**, which will help you to better manage your generator's maintenance costs, and minimize inconvenience.

From the moment your warranty ends, Peak will take care of your generator's maintenance schedule and will dispatch a **trained and certified Peak Service Engineer** to carry out the servicing when it is due. Our engineer will replace standard serviceable components and perform maintenance checks to keep your generator in good shape, protecting the integrity of your gas supply and allowing you to focus on your analysis.

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## Why Fixed Price Preventative Maintenance?

Fixed Price Preventative Maintenance ensures that once you buy a generator, it is regularly looked after by a dedicated Peak engineer in order to prevent any unexpected break-downs and minimize the chance of downtime in your lab.

With a fixed price for your preventative maintenance, you can lock in your costs for the long term by choosing a multi-year contract, guaranteeing the price of your service and protecting against inflation. FPPM will cover all necessary PM servicing and checks, including the refit and replacement of the compressor when it is due. You will also benefit from a 20% discount on any additional parts, should you require them outside your planned preventative maintenance.

Without regular maintenance, your lab runs the risk of unexpected downtime and the potential of unknown additional costs depleting your lab's budget. With a fully managed schedule and a dedicated Peak Service Engineer carrying out preventative maintenance of your generator, your instrument gas will be one less thing to worry about in your lab.

## How It Works?

- Sign up for **Fixed Price Preventative Maintenance**.
- Peak will contact you when maintenance for your generator is due and **arrange the time** to carry out the service which is **most suitable for you**.
- Peak will send the **preventative maintenance service kit** to your lab prior to the Field Service Engineer's visit.
- Your **dedicated Field Service Engineer** will arrive at your lab on the agreed day to carry out your generator's maintenance.
- In the unlikely event you encounter a problem out-with your generator's scheduled maintenance, do not worry as you have **access to round-the-clock technical support**. Our technical support team will be on hand to assist you with any issues you may have and can arrange an **on-site visit** by a **dedicated Field Service Engineer** if required.



“Scheduling maintenance is easy with Peak Protected.”

**Marc McCain**  
Fortis Labs, LLC, Texas

To discuss our **Fixed Price Preventative Maintenance plan** and our range of payment options speak to your local Peak representative today or for more information visit: [www.peakscientific.com/protected](http://www.peakscientific.com/protected).

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# Supported Maintenance

- Supported maintenance **specifically for compressor-less gas generators**
- **Specifically designed** for sites with capability to perform generator maintenance
- **Service kit sent to you** when service is due
- **10% discount** on any additional parts

As with all machinery, maintenance will be required to keep your generator, and indeed your analysis, operating at its best. Supported Maintenance from Peak Scientific is a cost-effective service designed for sites with the resource and expertise to perform their own generator maintenance.

Picking up from where your warranty ends, Peak will manage your generator's maintenance schedule, providing you with both the information and the tools to keep your generator running long into the future.

Available only for models without an integrated air compressor, this plan comes with the same world-class support that all [Peak Protected] products benefit from, with highly trained Peak engineers and service professionals on hand to provide technical support as required.

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## Why Supported Maintenance?

Supported Maintenance has been specifically designed for customers who have purchased a Peak gas generator that does not have internal compressors. This plan is also highly suited to labs with an in-house resource to provide maintenance.

The service requirement for compressor-less instruments is minimal but maintenance will need to be performed at scheduled points in the generator's operating life. Performing this maintenance will ensure the generator remains reliable and performs to its highest standard.

Without scheduled maintenance there is a risk of unexpected downtime, and without a **[Peak Protected]** plan there is a risk of unexpected costs putting pressure on laboratory budgets.

With Peak managing the timing of maintenance and providing all the parts and guidance to perform service successfully, labs can rest assured their equipment will be in peak condition.

## How it works

- Sign up for the **Supported Maintenance Plan**
- When maintenance is required Peak will deliver your maintenance kit with a guide from our highly **experienced training team**
- Follow the **step by step guide** contained within the maintenance kit.
- Encounter a problem? Not to worry, **round the clock technical support** is on hand to help you and should you require any further assistance, Peak can arrange an **on-site response** from our **dedicated Field Service Engineers**.



To discuss our Supported Maintenance and our range of payment options speak to your local Peak representative today or for more information visit: [www.peakscientific.com/protected](http://www.peakscientific.com/protected).

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# Replacement Parts and Paid Repairs

- Only **genuine Peak parts** are tested and approved for use in Peak gas generators
- **Reduced downtime** with **same day shipment** from our ISO 9001 certified manufacturing center\*
- **Dedicated Peak Field Service Engineers** can visit to **fix your generator on-site**
- **Avoid the risk of damage** to your generator or compromised performance as a result of using inferior components or incorrect repairs

Here at Peak Scientific we take pride in every generator we place in the lab. All our gas generators are **hand built** and **performance tested** at our **ISO 9001 accredited HQ**, based in Scotland, before making their way to their new home.

Like all equipment, from time to time **replacement parts** will be required as part of regular scheduled maintenance, or general wear and tear. We want you to have **total confidence in your generator**, safe in the knowledge that it is performing to its optimal standard ensuring a **trouble-free, long life**. Peak Protected offers a **comprehensive replacement parts service**, with a **dedicated team** trained to make sure the correct part is provided for your specific model.

As well as parts, we offer a paid repair service with a **certified Peak Field Service Engineer** visiting your premises to perform on-site maintenance and repair.

\*If ordered before 12 noon

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## Why Peak Parts?

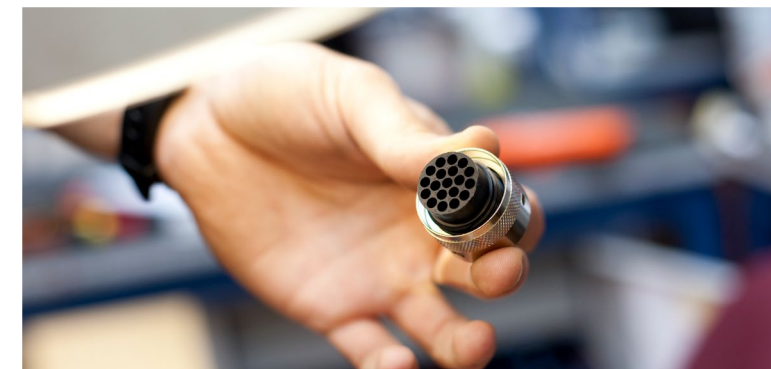
We see your Peak gas generator as **the beating heart of your laboratory**, enabling your analytical instruments to perform and achieve the results you need. With this being the case it is **extremely important you maintain your generator with approved parts only, to ensure the best possible results.**

By using Peak parts this ensures the best for you, your lab and your generator. Peak Scientific has a **dedicated** Peak Spares team who are on hand to assist in the unlikely event of a breakdown, with **same day shipment** of the parts you require, getting your lab back up and running in no time. \*

## Peak Performance

With Peak Scientific you invest in not only a gas generator but peace of mind. As well as having a highly trained dedicated Replacement parts team to assist with enquiries, we also provide:

<b>Quality assurance</b>	All Peak parts are genuine & shipped from our ISO 9001 accredited Peak HQ.
<b>Minimal downtime</b>	We understand that time is money for you. That's why Peak offer same day shipment, getting your lab back up and running in no time.
<b>Guaranteed accuracy</b>	Each order placed is checked by our specialist team, ensuring the correct part is shipped to your lab.
<b>Performance</b>	Using certified Peak parts ensures optimal performance of your generator and long hassle-free operational life



\*If ordered before 2pm

## Be confident in Peak

Like all equipment, from time to time **replacement parts will be required. We want you to have total confidence in our generators and every part inside.**

Non-genuine parts might look like the real thing but they have not been made, engineered, tested and/or certified for use in our generators by Peak's design and manufacturing team. Fitting unapproved replacement parts risks causing damage to your gas generator, negatively affecting your analysis results and invalidating your guarantee. With this in mind you can rest assured of long trouble-free operation and optimal performance only when using Peak parts.

No matter your laboratory size or specific analytical application, Peak Scientific can assist you in improving your laboratory's performance. With a local direct presence in over 20 countries across every continent and a vast Peak trained authorized distributor network around the world, you can be assured Peak will be there to assist you, minimize any delay or downtime and maximize your laboratory productivity.

To order any additional parts please make sure you have your generator model and serial number to hand and contact our dedicated Peak Protected team via the website at: [www.peakscientific.com/protected](http://www.peakscientific.com/protected).



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# Installation

- **Convenient and hassle free installation** service, giving you the reassurance your generator has been installed correctly
- Installation service **offered worldwide** no matter your laboratory location
- **Greatly reduce the risk of generator failure** by ensuring correct installation and setup
- **Increase generator life span** and optimal performance

Peak's Installation service offers a **convenient and hassle free** generator configuration giving you the reassurance that your generator has been set up to function correctly and efficiently.

**Our Install service** also benefits you and your lab by greatly **reducing the risk of breakdown** resulting from incorrect set-up of your generator. The life span of your gas generator will also be assured if installed by one of Peak's **dedicated Field Service Engineers**. Our Field Service Engineers work with this **innovative technology** day in, day out and are trained to ensure correct installation and configuration is carried out. They will ensure a full check of the equipment before installation, assessment of the environment and perform an installation functionality check.

**It's as easy as 1,2,3!** Agree, arrange a time and then sit back as Peak come to your lab and manage the full process for you.

**PEAK Protected**™

Your local **gas generation partner**



Enjoy the convenience and peace of mind with our generator installation service.

## What does the installation include?

Our dedicated Peak Field Service Engineer will be on hand to assist with the install of your new generator at a time and place that suits you.

They will:

- **Compare equipment received with the purchase order including: accessories, firmware, and additional documentation, i.e. operation manuals**
- **Check the gas generator for possible damage during the delivery process**
- **Assess the environment that the gas generator will be placed in making sure there is adequate ventilation for the equipment**
- **Perform an installation functionality check**

Once you're dedicated Service Engineer has completed the review of the installation and configured it correctly, you can rest assured your generator will be working at peak proficiency.

With Peak Scientific's on-hand support you can be confident you are in good hands.

## Taking the next steps:

If you would like one of our specialist team to assist with your generator installation simply speak with your local sales representative at the point of sale who will be able to assist.

After the initial purchase our **[Peak Protected]** team will contact you to discuss a suitable time for your installation, working with you to arrange a time that suits you and your laboratory analysis best.

It's as easy as  
**123**

1. Agree upon installation
2. Contact Peak upon delivery of your generator to arrange a suitable installation time
3. Your Peak Engineer will install your generator on-site complete with step-by-step operation training.

To discuss our installation service please speak to your local Peak representative or for further information please visit: [www.peakscientific.com/protected](http://www.peakscientific.com/protected)

# IQ/OQ Certification

- Peak Scientific's IQ/OQ is **tailored to your specific generator**
- Generator **compliance certification** for regulated applications
- Carried out at **initial installation equipment relocation**
- **Completed on-site** by a local Peak Field Service Engineer **at a time that suits you**

Peak Scientific gas generators **define the industry benchmark** for **reliable, consistent** and **convenient** gas supply for analytical instruments. However, sometimes it is not enough that your laboratory gas generator performs to the manufacturers' standards; it also needs to meet the strict regulatory requirements outlined by the **Food and Drug Administration (FDA)** or equivalent EU regulatory bodies.

Peak understand the increasing need for validation and regulatory compliance and as such we have developed a **comprehensive Installation and Operational Qualification (IQ/OQ)** certification.

The Peak Scientific IQ/OQ certification is tailored to your specific gas generator and provides you with a **cost-effective** and **efficient solution** to achieve and maintain compliance.

## What is Installation Qualification (IQ)?

IQ is the pre-installation detail of the equipment, its component parts and its location on-site. Its main aim is to identify if the generator is fit for purpose and to certify that it can perform its intended function.

Your certified Peak Engineer will:

- **Compare equipment received with the purchase order**
- **Check the gas generator for possible damage during delivery**
- **Assess the environment that the generator will be placed in, making sure there is adequate ventilation**
- **Review hazard and safety precautions for area of use**
- **Perform an installation functionality check and create an installation report**
- **Record all relevant activities and complete certificate of conformity**

## What is Operational Qualification (OQ)?

Once the gas generator has been installed, your Service Engineer will complete an OQ to verify that the equipment functions according to the generator's specifications.

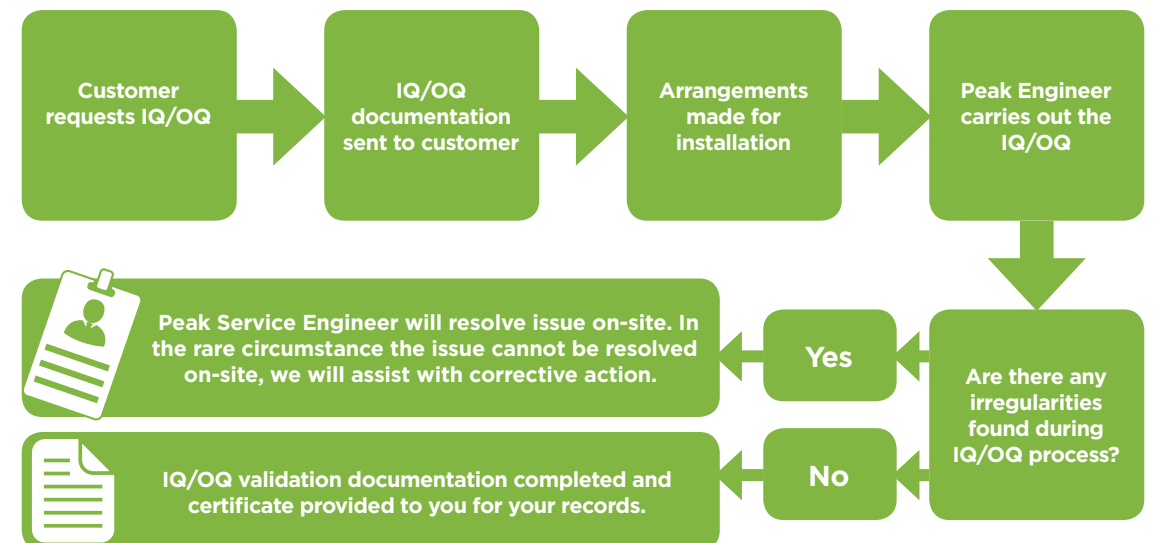
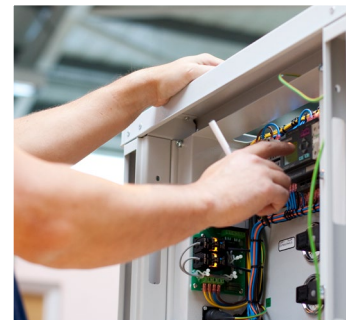
Your certified Peak Engineer will:

- **Ensure the gas generator is functioning to the acceptable standard**
- **Perform familiarization training to ensure your team are able to use it as intended, safely and with confidence**
- **At the completion of the OQ all of the operational tests will be documented, results validated, all relevant certificates completed and signed**

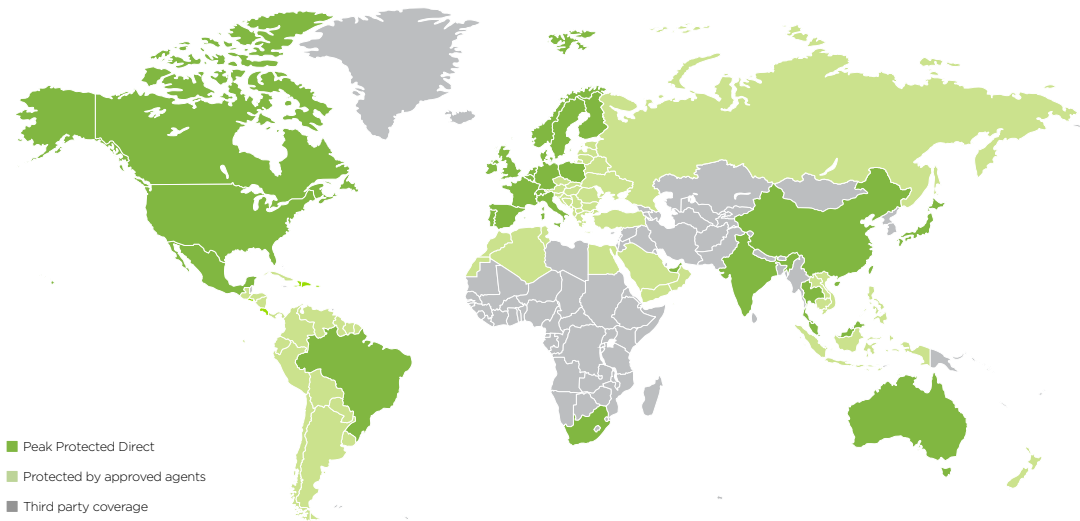
## When should I carry out an IQ/OQ?

Peak Scientific would recommend an IQ/OQ certification is performed at the following times:

- **Equipment installation or relocation of the gas generator**
- **On a periodic basis in accordance with your standard operating procedures**
- **After a major repair**
- **Before a previously installed system is to be used in a regulated test environment for the first time**



# Your local gas generation partner



Peak Scientific has highly trained, fully certified Field Service Engineers located in over 20 countries across every continent around the world. This allows us to provide an industry-leading rapid response service to our customers. With **[Peak Protected]**, your laboratory's productivity becomes our top priority.

#### Europe

Tel: +44 141 812 8100

#### North America

Tel: +1 866 647 1649

For a full list of our worldwide  
office locations, please visit:

**Web:** [www.peakscientific.com](http://www.peakscientific.com)

**Email:** [marketing@peakscientific.com](mailto:marketing@peakscientific.com)