proveris SCIENTIFIC

Global Service Contracts and Support

Global resources for meeting worldwide requirements.

Quality Systems > Flexible Platforms > Service Plans > Full Customer Support

Achieve Success with Expert Resources and Tools

Proveris Scientific was founded and built by engineers and scientists who understand the requirements of research laboratories and production environments.

- **System Design balances the robustness and performance required by production with the flexibility needed by research.**
- **System Performance is maintained to the highest level of performance and reliability by our engineers at a reasonable cost.**
- **Service Support Programs are structured to meet the requirements of research and production facilities across the globe.**
- **Best Practices – our applications scientists consult customers on the latest trends and compliance requirements and perform method optimization and human actuation studies.**

We take pride in establishing and maintaining long term relationships, adding value with service and support for current systems, new system development, and technology improvements.

System Support: Technical resources are available globally to support key aspects of operations such as device testing, calibration, and validation services.

Application Support: Field service and applications staff provide support for research laboratories and manufacturing plants. Proveris Laboratories provide method evaluation and optimization services. Trained, experienced chemists are available to assist with evaluating and identifying issues with your existing methods.

On-Site Support: Local certified engineers are available in strategic global locations to perform all types of service activities and training in your laboratory regardless of where you are located.

Remote Support: Proveris's pool of service engineers is available to diagnose and, where possible, perform activities remotely, such as software upgrades, database creation and repair. In many cases, remote repairs can occur via video link. Proveris Laboratories has the experience to work with you on a project basis to develop new protocols or evaluate and optimize current methods.

On-Demand Service: Certified engineers and application chemists are available to support systems on-site and remotely on an emergency and on-demand basis.

Depot Repair Center: Many systems can be supported by the Proveris Depot Repair Center, allowing a low-cost option for system maintenance.

System Training: Training begins with the installation of the system and is offered throughout the life of a system. Basic and advanced training courses are available on-site, online, or at our headquarters.

Method Optimization: Modern laboratories are called upon to run multiple products and processes. Optimizing development services allows a system to be brought online faster. Optimization can provide a more robust process and facilitate compliance requirements. Existing methods can be evaluated and recommendations made for optimization. Contract holders receive preferential pricing for Proveris Laboratory Services.

Maintain your System at Optimal Performance

Our Service and Support Plans allow you to maximize your system operation time with scheduled maintenance under a fixed operating budget.

Major benefits include:

- Optimizing performance by addressing system and methods
- Scheduled maintenance periods
- Priority scheduling
- Reduced operating costs
- Maximizing compliance
- Longer system lifetime

Service and Support Plans:

Complete Contract

This contract provides the most comprehensive coverage. All parts and labor are covered for the annual operation of the system as well as preventive maintenance and an on-demand service visit. Full technical and applications support is available to assure the system is working optimally. Software support and upgrades are included. Contracts can be customized to address specific travel requirements.

Combined Contract

This contract allows a laboratory to choose an option which covers all routinely replaced parts but eliminates coverage on major parts such as lasers, load cells, and system mechanisms. This is selected when a laboratory wants to budget for all but the most costly failures, such as a laser replacement.

System Software Support Maintenance Contract

Laboratories in need of access to system and software support via the Proveris Support Center can select this contract.

Selection Guide for Support and Service Contracts

	Major System Parts*	Parts	Labor	On-Demand Visit	PM Visit **	Training	Software Upgrades	Remote Service Support
Complete Contract	✓	✓	✓	✓	✓	✓	✓	✓
Combined Contract		✓	✓	✓	✓	✓	✓	✓
System Software Support Maintenance Contract						✓	✓	✓
On-Demand Service***	✓	✓	✓	✓	✓	✓	✓	✓

* Major parts include the SprayVIEW system camera, laser, load cell, and Indizo system robotic arm and balance.
** Travel can be included for the first preventative maintenance and on-demand visit.
*** Available to customers with no contract in place. Quoted on an as-needed basis and ordered on individual purchase orders, with prices reflecting current market value. Priority scheduling is not included.

Use our experience to develop a support program that maximizes your system operations, optimizes methods, and provides operator training while minimizing your expenses.

- Proveris understands the need to have development groups accelerate the selection of devices and formulations.
- We have extensive knowledge of regulatory requirements that allows companies to use best practices to produce high quality products under controlled procedures.
- Proveris and Proveris Laboratories take pride in offering the highest level of experience, combining it with unmatched dedication to customer service to develop a strong partnership with our customers.
- Whether you are looking for assistance in development efforts, evaluating existing methods for improvement areas, or diagnosing OOS (out-of-specification), contact us.

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