

Our technical support team is committed to providing first class assistance for all Picarro instruments. We provide service on a case-by-case basis or through annual maintenance contracts. Customers get direct access to our dedicated team, backed by our engineers and scientists. Support Services are delivered from Picarro's headquarters in Santa Clara, CA between the hours of 9:00 AM and 5:00 PM Pacific Standard Time. All support is provided in English.

Picarro will provide basic technical support for all G&L2000 series, G4000 series, G5000 series instruments and all peripheral devices purchased from Picarro after August 1, 2016. This basic level of support includes technical assistance from Picarro's technical support group via telephone or email, remote diagnostics, and recommendations for next steps in order to remedy a reported problem. This basic level of support is subject to the Picarro Terms and Conditions and is available for the life of the instrument¹.

Service Plans

Picarro offers two annual service plans for its G&L2000 series, G4000 series, G5000 series instruments and all peripheral devices purchased from Picarro after August 1, 2016.

Silver Plus Plan: an annual contract that covers Field Repairable Units (FRUs)

Purchase the Silver Plus Plan and benefit from free FRUs for one year. We will ship any parts that our technical support group determines are necessary for a repair and can be replaced by you in your lab. We will pay the freight charges, provide an additional 5% discount on consumables and a 10% discount on factory repairs.

Gold Plus Plan: an annual contract that covers Field Repairable Units (FRUs) and factory repair

The Gold Plus Plan provides pricing security for the repair of any incident. Customers on this plan have the FRU coverage of the Silver Plus plan as well as free-of-charge factory repair for more intractable problems. Not only do we repair your system, we also run it through a full suite of factory tests to ensure it is fully operational before sending it back.

¹ Life of the instrument ends on the End of Guaranteed Service and Support date (EGSS) of the specific product model which will be communicated to Customers 12 months prior. EGSS is the date after which we will no longer guarantee the supply of every board, component, or replacement part required for repairs. After this date, all repairs are performed on a best effort basis.

Service Plans At-A-Glance

Features	Silver Plus	Gold Plus
Remote Diagnostics & Remote Repair	•	•
Field Replacement Units	•	•
Factory Repair	10% discount	•
Consumables	5% discount	10% discount

A-la-Carte Services

We also provide a full suite of services that can be purchased in addition to, or separately from, maintenance contracts to make your data collection experience more valuable.

Technical Jumpstart:

Picarro Technical Jumpstart is a 4-hour program performed by a Picarro specialist through video conferencing. It assists customers with new system start-up and initial result verification. Technical Jumpstart is an excellent choice for clients new to our Cavity Ring-Down Spectroscopy (CRDS) technology. (Must be used within six months of delivery)

On-Site Installation:

On-Site Installation is a 2-day program performed by a Picarro specialist at your location. The program includes: installation of your analyzer; training in methods development and considerations for best operations. On-Site Installation is an excellent choice for customers who require local and customized support. Travel and lodging expenses for the Picarro specialist are included. (Must be used within six months of delivery)

Factory Refresh:

While Picarro analyzers are designed for years of continuous operation, a Picarro maintenance check before your next high profile campaign is always recommended. Senior technicians will replace wear and tear parts, conduct extensive testing, perform a tune-up, and update the instrument software with the latest host version that best fit your system needs (replacement parts due to additional failures and operating system upgrade not included). We run all necessary factory tests to generate a new Certificate of Compliance confirming your system meets or exceeds all original specifications.

Please contact your regional sales representative or call us at **+ 1 (408) 962-3900**, or email sales@picarro.com or support@picarro.com.

Questions? Visit us at http://www.picarro.com/resources/references/contact_us.