

ANNUAL SERVICE PLANS

Picarro instruments are built to last. When maintained properly, they will deliver the precise measurements you need for years to come. To help you keep your Picarro analyzers and peripherals functioning properly, we offer a variety of annual service plans to meet your specific needs.

Commercial Service Plan

The Commercial Service Plan ensures maximum uptime. This plan includes a yearly visit from a Picarro-certified technician to perform maintenance, and a complimentary loaner instrument is provided when needed. It also includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, free factory repairs and Field Replaceable Parts that the Picarro technical support group determines are necessary to restore the functionality of the instrument, and remote training twice per year.

Premium Service Plan

The Premium Service Plan eliminates unexpected repair costs. This plan includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, plus free factory repairs and Field Replaceable Parts that the Picarro technical support group determines are necessary to restore the functionality of the instrument and that can be replaced by the customer on-site, and remote training once per year.

Essential Service Plan

The Essential Plan is for those who prefer to maintain their instruments themselves. This plan includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, plus discounts on factory repairs and Field Replaceable Parts that the Picarro technical support group determines are necessary to restore the functionality of the instrument and that can be replaced by the customer on-site.

Picarro Annual Service Plans Comparison

	Essential	Premium	Commercial
Remote diagnostics	✓	✓	✓
Remote repair support	✓	✓	✓
Software updates	✓	✓	✓
Annual maintenance kit	✓	✓	✓
Field Replaceable Parts	50% Discount	✓	✓
Factory repair	10-20% Discount*	✓	✓
New features upgrade	–	✓	✓
Remote training	–	Once a year	Twice a year
Complimentary loaner	–	–	✓
Yearly preventive maintenance, validation, IQ/OQ	–	–	✓
Picarro Community	✓	✓	✓

*10% discount for optical repairs and 20% discount for all other repairs

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)

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 www.picarro.com/company/contact_us.