

PICARRO

Annual Service Plans

Expert support. Maximum uptime. Greater peace of mind.

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 running at their best, we offer a range of annual service plans — and for the vast majority of customers, the Premium Service Plan delivers the best combination of protection, convenience, and value.

Features & Benefits	Essential Basic Support You Can Count On	MOST POPULAR	
		Premium Ideal Support for Greater Confidence	Commercial Most Comprehensive Coverage
Picarro Software Updates	✓	✓	✓
Annual Maintenance Kit	✓	✓	✓
Factory Repair	5–15% Discount	✓	✓
Field Replaceable Parts	20% Discount	✓	✓
RMA Shipping Coverage	Outbound Only	✓	✓
Initial Support Response Time	2 Business Days	1 Business Day	Same Business Day
Support Channels	Email, AI Chat	Phone, Email, AI Chat	Phone, Email, AI Chat
Operating System Upgrade	✗	✓	✓
Remote Health Check (S2083)	✗	✓	✓
Remote Training	✗	✓	✓
Yearly On-Site Visit	✗	✗	✓
Complimentary Loaner Analyzer	✗	✗	✓

Restrictions may apply; please review terms and conditions for more details.



Protect Your
Investment



Extend
Equipment Life



Maintain
Peak Performance



Minimize
Disruptions

ANNUAL SERVICE PLANS

A service plan for every need. Choose the level of support that's right for your operation.

★ RECOMMENDED FOR MOST CUSTOMERS

Premium Service Plan

The Premium Service Plan is our most complete and most popular option - it eliminates unexpected repair costs and takes the guesswork out of instrument upkeep. This plan includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, a complimentary annual Remote Health Check, free factory repairs and Field Replaceable Parts that the Picarro technical support group determines are necessary to restore the functionality of the instrument, faster one-business-day response, and remote training once per year — all for a modest step up from Essential. Most customers find that Premium pays for itself the first time an unplanned repair is needed. Eligible mid-IR analyzers are covered under a separate Premium PI5000 Service Plan.

⚙️ FOR INDUSTRIAL & COMMERCIAL LABS

Commercial Service Plan

The Commercial Service Plan is a specialized option purpose-built for industrial labs and high-throughput, mission-critical operations that require a guaranteed on-site technician visit and a complimentary loaner instrument. It includes everything in the Premium Service Plan, plus a yearly on-site maintenance visit and loaner coverage. Because of this added scope, Commercial is best suited to industrial and continuous-operation labs rather than typical research or QA/QC environments.

\$ KEEP-IT-RUNNING BASIC COVERAGE

Essential Service Plan

The Essential Plan is our budget-friendly yearly maintenance service, designed for customers who are fully equipped to diagnose, maintain, and repair their instruments in-house. Factory repairs and Field Replaceable Parts are available at a discount, while customers looking for more comprehensive coverage, faster support, and more predictable repair costs may consider upgrading to the Premium Service Plan.



Support is always here – whether or not you have a plan

General questions, AI Chat, and initial diagnostic guidance are always available at no cost. Without an active Service Plan, standard rates apply only when repairs, parts, RMA shipping, or on-site service are needed. Customers without a plan can expect an initial response within up to three business days.

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

A remote onboarding service led by a Picarro specialist to support system start-up and initial result verification. Includes pre-session preparation and a tailored video consultation to build confidence in system operation and data quality. Ideal for users new to Cavity Ring-Down Spectroscopy (CRDS) technology.

On-Site Installation

An on-site installation and training program performed by a Picarro specialist at your location. The program includes installation of your analyzer and training in method development, consideration for best operations, demonstration of calibration methods, and preventative maintenance practices.



Ready to upgrade or enroll today? Ask your sales representative to upgrade or enroll in a Premium Service Plan today — the recommended choice for complete protection and the best overall value.