SINGER
INSTRUMENTS
A RESPONSIBILITY TO SCIENCE!

*EFFICIENT
ULTRA–FAST
RELIABLE*

SINGER LAB SUPPORT

INTRODUCTION

Singer Instruments has a long-standing reputation for fantastic service and support, for which we are very proud. Our motto, 'a responsibility to science', extends to our service and support whereby our primary motivation is to eliminate, or at least minimise, your experimental downtime. We design our products for reliability, longevity, speed, and ease-of-use. Our Lab Support packages augment these design criteria by increasing life-expectancy and increasing device reliability with preventive and predictive maintenance. Should any reactive maintenance be called upon, our time, cost and carbon efficient support should get you up and running in the shortest time possible.

WARRANTY

Singer Instruments' products are fully guaranteed against faulty materials or workmanship for one year from the date of commissioning. Should the product be controlled by a computer, the guarantee necessitates internet connectivity for remote access* availability. The guarantee does not cover damage caused by Force Majeure, misuse, unauthorised repairs or modifications, the installation of unauthorised software or internet communication. The guarantee is only valid with use of official Singer Instruments consumables.

*Remote Access is a highly secure method of allowing a Singer Instruments engineer access to your machine via an internet connection. Not applicable for all products.

SUPPORT SUMMARY

Singer Lab Support is an excellent and cost effective service that gives the Laboratory unlimited access to Singer technical experts by phone, email, VOIP or remote access. All requests are entered into the Singer ticketing system that allows both the Laboratory and Singer Instruments to log, track and monitor any reported issues from initial contact through to resolution. While we aim to respond to all queries within 24 hours, our average response times are far less.

With Singer Lab Support, upon request, you will also receive a report every 6 months detailing the performance of instruments, projected service intervals, consumables used, milestones achieved, any reported problem and resolution to the problem, and any other information requested.

Our Singer Lab Support packages come with discounts for multiple years, multiple products and renewals.

We offer 2 levels of cover – Lab Support and Lab Support *Plus*.

"CUSTOMER SUPPORT IS ALWAYS FRIENDLY, RESPONSIVE AND FAST."

· Babis Rallis
UCL
England

ESTIMATED COSTS

SERVICE	NO COVER	LAB SUPPORT	LAB SUPPORT PLUS
Software updates and patches – via remote access	N/A	FREE	FREE
Initial diagnosis + 2 hours support	£410	FREE	FREE
Telephone, Email, VOIP, Webcam support	£117 / hour *(min 1 hour)*	FREE	FREE
Remote access	£117 / hour *(min 1 hour)*	FREE	FREE
Unattended remote access *(optional)*	£117 / hour *(min 1 hour)*	FREE	FREE
Parts and delivery	Full price	First £100 free *(50% discount thereafter)*	FREE
Engineer hourly rate	£117 / hour *(min 1 hour)*	FREE	FREE
Engineer call out initial charge	From £2,815	50% discount	FREE *(1 per year)**

Where appropriate, if visit is more time and cost effective than return shipment.

GENERAL DETAILS

REMOTE SUPPORT†
· By telephone: telephone support can be fast and convenient for general queries and advice.
· By email: email support is available for any query.
· Chat facility: a real-time facility from any computer.
· Remote access: a highly secure method of enabling a SI engineer access to your machine via internet connection.
· Remote diagnostics: using remote access, this is for preventative maintenance scheduling or reactive maintenance fault-finding.
· VOIP: Combined with a webcam and remote access, this is our preferred method for providing in-situ training or support. It's the next thing to a SI engineer being right by your side.
· Unattended access: with your authorisation only, this allows SI engineers access to your instrument for updates or diagnostics should you not be available.
· Forum: internet forum password access for FAQs, self-help and support requests.

SOFTWARE UPDATES & CUSTOMISATION†
· Upgrades & updates: installation of the latest software upgrades for enhanced functionality is done by remote access, calibrated and tested remotely.
· Customisation: custom routines and protocols can be requested and installed by data key or remote access.

SUPPORT SERVICE DETAILS

PARTS & DELIVERY
· **Free: First £100** of parts and delivery
· **Discount: 50%** discount on service parts, spares and delivery.
· Instruction: Full PDF, step-by-step installation instructions for routine self-servicables.
· Instruction: VOIP support for self-servicables where required.

CALL OUT / SERVICE
· **Discount: 50%** discount on engineer call-out and services

SUPPORT PLUS SERVICE DETAILS

PARTS & DELIVERY
· **Free: 100% discount** on service parts, spares and delivery.
· Instruction: Full PDF, step-by-step installation instructions for routine self-servicables.
· Instruction: VOIP support for self-servicables where required.

CALL OUT / SERVICE
· **Free: 1 per year*** 50% discount thereafter.

"THIS IS QUITE LITERALLY THE BEST AND MOST ENTHUSIASTIC SERVICE I HAVE EVER RECEIVED!"

· Stefan Petrovic
Caltech
USA

†*For applicable products.*
**Where appropriate, if visit is more time and cost effective than return shipment.*

COST NOTES Technical advice, support and service visits obtained outside a valid support agreement will incur full price as indicated in the list of estimated costs. Additional costs may incur if a technical visit is required which would routinely have been dealt with remotely.
Singer Lab Support is invalidated and may be refused if consumables other than the official Singer consumables are used.

TECH SPECS
· Complies with HIPAA, Sarbanes-Oxley and other corporate, local and federal legislation with end-to-end, 256-bit SSL encryption - the same security levels used and trusted by major banking institutions.
· Multi-level, permission based access.
· MD5 Hash for enhanced security and traceability with file transfers.
· Customers must permit a technician to use each remote function (remote Control, Desktop View, File Transfer, System Information and Reboot & Reconnect).
· Customers can choose to terminate the session at any time.
· All traces of the Customer Applet disappear from the remote PC when session is finished.

"THE REMOTE SUPPORT IS SECOND TO NONE!"

· Andrew Seeber
FMI
Switzerland

PRODUCTS COVERED Our products are designed with longevity in mind. Many have been used daily in labs for twenty years or more! As new products are developed, Singer will endeavour to help customers using legacy products wherever possible, but inevitably will eventually formally discontinue support for certain technologically obsolete products. Products from our current product list will be covered under your Singer Lab Support. Our current product list is:

· Mk1

· MSM 400

· PIXL

· PhenoBooth

· ROTOR HDA

· SporePlay+

1 YEAR LAB SUPPORT
SLS-002

1 YEAR LAB SUPPORT PLUS
SLS-003

GET A QUOTE

SINGER INSTRUMENTS

A RESPONSIBILITY TO SCIENCE!

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GET A QUOTE

OUR DISTRIBUTORS

For a list of our distributors visit:
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