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TECHNOLOGY GROUP

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Expert team | Trust guarantee | 100% satisfaction

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Find the *Michrom Magic 2002* at our website: *Click HERE*

MICHROM MAGIC™ Full-Service Maintenance Agreement

Part Number: 602-66000-00 **Cost: $6,995.00**

The Full-Service Maintenance Agreement (FSMA) covers the repair and maintenance of the instrument for a period of one year. It includes:

- Up to 3 on-site service visits during the year, on a priority basis. This will include coverage for all travel, labor, parts and materials (except consumable items) required to repair the instrument, provided that the equipment has been used and maintained according to the operating instructions in the manual.

- Unlimited telephone support and parts exchange (except consumable items) for self-service during the FSMA contract period, provided that the equipment has been used and maintained according to the operating instructions in the manual.

- One replacement set of rebuilt pumpheads, exchanged as a set.

- Additional on-site service visits will require a purchase order for $2,500.00 and will be billed at the rate of $200.00 per hour after the first four hours.

A FSMA must be purchased within 30 days of the expiration of either: (1) the original warranty, or (2) a previous service maintenance contract. If a contract is requested after this 30-day grace period, an on-site service visit or return to Michrom for re-certification will be required prior to initiating the FSMA.

Consumable items include, but are not limited to: columns, trap cartridges, filters, mixers, pistons, seals, check valves, purge valves, rotors, lamps, tubing, fittings and solvent reservoirs.

Controllers, data systems and accessories (such as autosamplers, fraction collectors and auxiliary detectors) are not covered under this contract, but coverage may be available from the OEM vendor.

All service requests will be responded to by the end of the next working day. All service problems not resolved within three working days will be directed to the customer support manager for immediate attention.

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Eric Kemp
Magic 2002 Service Specialist

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We're here to make your life easier. How can we help you today?

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