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

MICHROM MAGIC™ Self-Service Maintenance Agreement

Part Number: 602-66001-00 **Cost: $2,495.00**

The Self-Service Maintenance Agreement (SSMA) covers the repair and maintenance of the instrument by the user for a period of one year. It includes:

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

- A one time discount of 25% on a set of rebuilt replacement pumpheads purchased as a set.

- 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.

- The instrument should be inspected, cleaned, serviced and validated by the user to insure that the system is in proper working order at the start of the SSMA contract period.

A SSMA 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 SSMA.

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.

Eric Kemp
Magic 2002 Service Specialist

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