



# detection instruments

TTPlatinum Service Contract

## key capabilities

Rapid response times	minimise down time
Annual preventative maintenance	maintain peak performance and prolong instrument life
Unlimited telephone & email assistance	consistent uptime – lost hours are expensive
Unlimited remote access support	efficient route for fast and accurate diagnosis
Remote application support	experienced support at your fingertips
Application software updates	always running the optimal version of your software
Additional user training	enable new users to be up and running quickly with best practice
Specialist session for performance optimisation	protocol development advice to expand user capabilities
Spares & replacement parts	<b>fully inclusive</b> – ensures expense predictability
Travel, labour & call out charges	<b>fully inclusive</b> - predicable expenses, stay within budget

