

Waters Total Assurance Warranty

Protect your investment for two full years

EXTEND YOUR COVERAGE NOW AND SAVE

The Waters Total Assurance Warranty is available only during the first 90 days of system ownership to give you full support coverage for a total of two years and a Performance Maintenance visit in year two, at significant savings.

Service when you need it

- Priority onsite support
- Unlimited telephone support (during normal business hours)
- Access to Waters certified field service engineers
- Annual performance maintenance
- Genuine Waters Quality Parts®
- Labor and travel
- Connections INSIGHT® remote monitoring and diagnostics*
- Firmware updates
- Hardware upgrades discounted 20%
- Customer training discounted 15%

Optional Services

- Qualification, calibration, clinical, diagnostic services
- Additional performance maintenance and ion source cleaning services

Add a Qualification Option to Your Plan

A Waters Qualification Plan Option helps you achieve and maintain the regulatory compliance of your LC and MS instruments and software, with a combination of expertise and compliant-ready systems and software, to ensure that you have quality data, consistently.

Contact your local Waters services representative or visit www.waters.com/services.

To request a quote, go to www.waters.com/squote.

In the U.S. and Canada, call 1-800-252-4752.

*Where available

ARE YOU CHALLENGED TO:

- Drive laboratory productivity?
- Speed time-to-market?
- Maximize uptime?
- Control maintenance costs?



Waters has consecutively earned the ACE Award since 2001 for providing best-in-class technical knowledge, issue resolution, and process support.



ACE Award
 Achievement in Customer Excellence
 CustomerSat

Total Assurance Warranty Compared to Waters Product Warranties*

Parts and Service Feature	Full Product Warranty (First 3 Months)	Limited Product Warranty (Last 9 Months)	Total Assurance Warranty (24 Months)
Performance Maintenance			✓
Labor and Travel	✓	For covered parts only	✓
Price Lock			✓
Gear Trains and Motors	✓	✓	✓
Power Supplies	✓	✓	✓
Printed Circuit Boards	✓	✓	✓
Vacuum Pumps	✓	✓	✓
Lasers	✓	✓	✓
MCPs	✓	✓	✓
Lamps	✓		✓
Plungers	✓		✓
Seals and O-Rings	✓		✓
Seal Packs	✓		✓
Firmware	✓		✓
Capillary Tube	✓		✓
Additional Performance Maintenance			Optional
Ion Source Cleaning			Optional
Qualification Services			Optional

*Waters Full Product Warranty and Limited Product Warranty are included with your system purchase.

WATERS GLOBAL SERVICES

Delivering world renowned services and support

Waters Service and Support offerings are tailored to optimize your laboratory productivity while addressing your budget realities. Our offerings help maintain system peak performance, minimize down time, address scientific application challenges and support stringent compliance requirements. As your services and support provider, we are committed to the success of your laboratory and business.

Waters quality support and consultative services ensure your success wherever your laboratory is located in the world.

Waters

THE SCIENCE OF WHAT'S POSSIBLE.®

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