

GERSTEL

MAKING LABS WORK

Ensure Success with
**Hassle Free Lifetime
Support™ services**



It begins at **“Hello”**

At GERSTEL our goal is to help customers have fulfilling and successful careers. We dedicate time to understand our customers' critical challenges and tailor the best solution for success. Personalized treatment means a team of unmatched application scientists are available for method support, as well as trained technical experts for service support. Whether you choose phone, email, or video, our support professionals are available to correspond with you directly. Our highly qualified chemists and service experts provide a complete range of comprehensive guidance, advice and support for the life of your system.

Hassle Free Lifetime Support™

With our Hassle Free Lifetime Support™ services, you can:

- Obtain support to maximize system performance
- Speak directly to technical and service experts
- View on-demand operational and maintenance videos and access training materials
- Plan your maintenance costs

Reliable | Efficient | Comprehensive

With over 50 years of experience, our promise stands to develop trust and provide continuous outstanding service. Continuous outstanding service and support begins at “hello.”



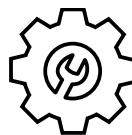
Qualified technical representatives take the time to understand your needs and tailor a solution for your success.



Skilled professional service and support teams ensure system optimal performance starting with on-site installation and familiarization to service phone support or instrument repair.

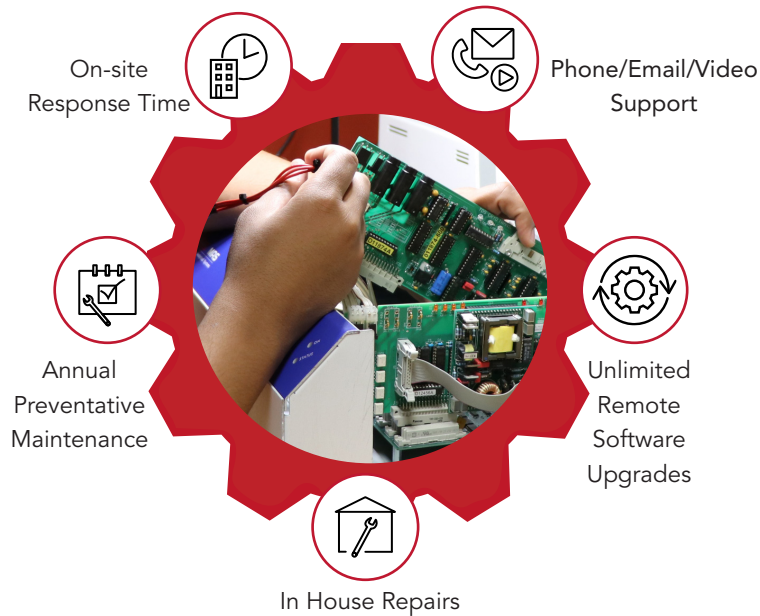


Highly trained application chemists with expertise in GC-MS, LC-MS, and other GERSTEL products, offer assistance with method development, sample preparation, and instrument configuration.



GERSTEL Service Contract, a comprehensive range of services, provides a convenient and reliable way to assure worry-free system operation and minimal downtime.

Service Options Tailored to Your Needs



Hassle Free Lifetime Support™ services include GERSTEL Service offerings to help ensure your continued success with GERSTEL automated solutions. We provide a wide range of service levels to suit all labs and budgets that address diverse coverage as well as financial requirements. You can choose the service offering to best match your needs.

	GERSTEL Bronze Partner	GERSTEL Silver Partner Plus	GERSTEL Gold	GERSTEL Maintenance
On-Site Response Time	Priority over non-warranty	Priority over non-warranty	48 hours	Can be planned
Unlimited Service and Application Support via Phone/Email/Video	✓	✓	✓	✓
Unlimited Remote Desktop Support	✓	✓	✓	✓
In House Repairs	✓	✓	✓	✗
Trainings and Workshops	✓*	✓*	✓*	✓*
Unlimited Remote Software Upgrades	✓	✓	✓	✓
On-Site Software Upgrades (one per year)	✓	✓	✓	✓
Unlimited Hardware Exchanges	✓	✓	✓	✗
Annual Preventative Maintenance	✗	✓	✓	✓
On-site Labor	✓	✓	✓	✗
Instrument Qualification	✓*	✓*	✓*	✓*

* optional, order separately

Hassle Free Lifetime Support™

GERSTEL's Hassle Free Lifetime Support helps you get the scope of technical and customer-oriented service for optimal operation in your laboratory:

Applications Training

- System optimization training
- Direct contact through phone, email, or video
- Unmatched application scientist knowledge
- Method support
- Virtual training and/or on-site training

GERSTEL Service Contract

- Coverage options for all budgets
- Hardware and software support
- Basic repair
- Fast response times

Installation

- Highly skilled service experts
- On-schedule commitment
- Complete assurance of system performance
- Familiarization for confidence

Instrument Relocation

- Decommissioning and deinstallation of systems
- Reinstallation and checkout
- Optimal requalification

Installation Qualification and Operational Qualification (IQ/OQ) Service

- Certified technicians
- Comprehensive documentation
- Cost effective compliance



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