



# SUPPORT AND MAINTENANCE PLANS

## Ampha P20

SUPPORT	STANDARD	PROFESSIONAL	PROFESSIONAL +
Unlimited support	✓	✓	✓
Priority support within 24 hours		✓	✓
Telephone hotline		✓	✓
Questions and answers workshop	✓	✓	✓
Explanation and training of new functions		✓	✓
Expert training		✓	✓
Free Amphacademy participation		✓	✓
PREVENTIVE MAINTENANCE	STANDARD	PROFESSIONAL	PROFESSIONAL +
One send-in maintenance per year including:	✓	✓	✓
• Exchange of maintenance parts	✓	✓	✓
• Cleaning of valves, chip heads, exterior	✓	✓	✓
• Installation of software updates	✓	✓	✓
• System health check including chips	✓	✓	✓
EXTENDED WARRANTY	STANDARD	PROFESSIONAL	PROFESSIONAL +
Extended instrument warranty		✓	✓
High priority repairs		✓	✓
Free replacement instrument		✓	✓
FREE CONSUMABLES	STANDARD	PROFESSIONAL	PROFESSIONAL +
Free AmphaChip replacements		②	⑥
Free AmphaBuffers		✓	✓