



# SUPPORT AND MAINTENANCE PLANS

## Ampha Z32 & Z40

### SUPPORT

#### STANDARD

#### 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

- One send-in maintenance per year including:
  - Change of maintenance parts
  - Cleaning of valves, chip heads, exterior
  - Installation of software updates
  - System health check including chips



Optional: On-site visit for maintenance and training



### EXTENDED WARRANTY

#### STANDARD

#### PROFESSIONAL

- Extended instrument warranty
- High priority repairs
- Free replacement instrument



### FREE CONSUMABLES

#### STANDARD

#### PROFESSIONAL

- Free universal AmphaChip replacements
- Free AmphaBuffers

