

Service and Support

FTIR

Raman

UV-Vis/NIR

Circular Dichroism

Fluorescence

Polarimetry

HPLC

UHPLC

SFC

Dissolution

NFIR

Serving the
scientific community
for over 55 years

www.jascoinc.com

Excellence in Service & Support

Now that you have purchased the finest instrument on the market, JASCO's commitment to you is just beginning. JASCO offers a multitude of services and programs that will keep your equipment operating at peak performance.

Experience

JASCO customers know that when purchasing a JASCO product, they have secured many years of trouble-free use as well as a promise of quality service from our factory-trained staff of engineers.

Remote Support New!

JASCO now offers a fast, affordable and efficient way to get your instrument diagnosed and back up & running quickly.* Contact us now to schedule your diagnostic assessment, software upgrade, trouble-shooting, or training session today!

Preventative Maintenance

Keeping your instrument running in peak condition should be your number one goal. Don't risk a break down during a critical time. We offer preventative maintenance services for our entire product line.

Instrument Validation

How will your instrument and data hold up in an audit? Many analytical procedures require validation as an integral part of the analysis process. JASCO offers full document support for both IQ and OQ parameters as well as FDA CFR 21 PART 11 requirements. Don't risk going out of validation. Protect your investment . Protect your Data integrity. Ask about our validation programs.

Rotation Plate Certification

We offer a Rotation Plate Certification plan for JASCO digital polarimeters. This plan regularly re-certifies the rotation plate as a secondary standard traceable to NIST Standard Reference Material-Sucrose, assuring compliance with GLP/ GMP and ISO regulations for established standards.

Discounts

JASCO offers several discount options on our service and support plans. Any plan ordered at the time of a new instrument purchase guarantees a discount off a selected plan. We also offer multiple instrument discounts for each plan ordered, academic discounts and multiple year agreement discounts.



Choose the Right Plan

Advantage Support

The Advantage Support plan offers the ultimate coverage.

This plan includes:

- All repair parts, labor, and travel costs
- One Preventative Maintenance (PM) visit per year
- One IQ/OQ service (performed at same time as PM)
- One free customer training class at JASCO*
- Unlimited phone support for technical & application issues
- Unlimited remote support
- Discount on consumable parts purchased**

Full Support

The Full Support plan offers excellent coverage at a very reasonable cost to ensure your instrument is always in optimum running condition.

This plan includes:

- All repair parts, travel and labor costs
- One Preventative Maintenance (PM) visit per year
- One free customer training class at JASCO*
- Unlimited phone support for technical & application issues
- Unlimited remote support
- Discount on consumable parts purchased**

Basic Support

The Basic Support plan offers more economical coverage and is recommended as a minimal plan if there are budget constraints to consider.

This plan includes:

- One Preventative Maintenance (PM) visit per year
- All PM parts, labor, and travel costs
- Four hours of remote support
- Discount on consumable parts purchased**

Visit JASCO's Website
for the latest service
discounts, trade-in
incentives
and promotions!

www.jascoinc.com

JASCO offers a variety of support plans to fit your budget and requirements. Let JASCO assist you in finding the plan that best suits your needs.



* Requires internet connected PC

*Does not include the cost of travel, meals & lodging

**Consumable parts vary per instrument but include such items as cells, lamps, etc.

Contact our Service Department today:



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Web: www.jascoinc.com/servicesupport



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Fast, Reliable
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