

# Motorized Imaging System Service Contracts



# Motorized Imaging System

## Keep Your System Operating at Peak Performance with a Service Contract

Designed to protect your investment and minimize downtime, a service contract helps you focus on your research. Olympus licensed service personnel or original equipment manufacturer (OEM) service personnel will perform quality service using factory parts and Olympus authorized service methods. Single-year or multiple-year options provide predictable service costs.

Benefit	Service Contract Level		
	Bronze	Gold	Platinum
Preventative maintenance			•
Repair parts included		•	•
Unlimited on-site visits/labor		•	•
Travel included		•	•
Firmware updates (if applicable)		•	•
Remote diagnostic support	4 sessions	Unlimited	Unlimited
Faster response with no need to wait for a purchase order	•	•	•

\*BX imaging systems are only eligible for Gold Level Service Contracts

## Preventative Maintenance

An Olympus licensed Field Service Engineer will check system performance and calibration annually. Lasers, fluorescence light sources, and other light sources that require pathlength alignment for either Olympus or Yokogawa components will be completed per Olympus Factory specifications. Microscope and accessory products will be cleaned and lubricated as needed.

## Remote Diagnostic Support

Technical Assistance Center (TAC) personnel will perform routine recalibrations, as well as hardware and software troubleshooting.

Our service contracts do not include:

- Consumables (e.g. liquid light guides and halogen bulbs)
- Software programs and software upgrades
- Certain third-party components
- Damage caused by misuse/negligence or by people who are not authorized to perform service

For more information, contact your local sales representative or submit an inquiry to:  
[www.olympus-lifescience.com/en/service-contract-request/](http://www.olympus-lifescience.com/en/service-contract-request/)