

## Unlock Peace of Mind with Esco Service Packages Everything Your Equipment Deserves.

Categories	Maintenance Basic	Maintenance Plus	Maintenance Star
Purchase	After warranty ends - Up to 7 <sup>th</sup> year	After warranty ends - Up to 7 <sup>th</sup> year	After warranty ends - Up to 7 <sup>th</sup> year
Breakdown Call Response	3-5 work days	2-3 work days	1-2 work days <i>highest priority</i>
Pre-Scheduled Annual Testing & Preventive Maintenance	Full price	✓	✓
Maintenance Kits*	10% discount	✓	✓
Parts exc Consumables	10% discount	✓	✓
Labour	10% discount	✓	✓
Loaner Equipment*	✗	✓	✓
Adhoc Decontamination for BSC only	10% discount	10% discount	✓
Additional Adhoc Services	10% discount	10% discount	20% discount

\* subject to availability

- Service coverage may vary depending on geographical location. Please consult your local Esco representative for detailed service availability in your area.
- Response times for breakdown calls may differ between countries or locations. Please contact your local Esco representative for specific service details in your area.
- The commitment to respond to breakdown calls may be invalidated due to restricted access to certain buildings, rooms, or geographic regions.
- Loaner equipment is provided subject to availability.
- Maintenance Kits are available only for products that are designated to have such kits.
- Adhoc decontamination services are offered exclusively for Biological Safety Cabinets (BSC) and CO<sub>2</sub> incubators, and only when recommended by Esco.
- Esco must approve and recommend any parts replacements.
- Parts related to a VAV (Variable Air Volume) system or ducting are not covered under warranty or service agreements.
- All packages apply to standard units only. For customized units, please contact your local Esco representative for further information.

SD-SG-SVC-11-A



### ACCREDITATION

Our Field Service Representatives undergo annual safety training and hold certifications in NSF (Biosafety cabinets), TÜV NORD (microbiological & cytotoxic cabinets), NEBB (clean rooms), IFBA (biorisk management), and CETA-CNBT (fume hoods).



### FAST RESPONSE

Priority cases receive on-site responses within 24 hours, with accessible customer service via email and phone.



### STRONG GLOBAL NETWORK

Our global Field Service Representatives provide comprehensive services, including parts inventory, technical support, engineering, and after-sales assistance.



### GOOD GLOBAL REPUTATION

Our dedicated Service Team aims for top-notch service, meeting or exceeding customer expectations with timely responses.

### SERVICES



### CONTACT US

