

Experience Ease of Mind with Esco Service Packages Safeguarding Your Equipment for You.

| Categories | Standard Limited Warranty | Warranty Plus | Total Warranty |
|---|--|--|--|
| Purchase | Comes standard with purchase of Esco Product | Upon equipment purchase Anytime during warranty period | Upon equipment purchase Anytime during warranty period |
| Breakdown Call Response | 1-5 work days | 1-3 work days | 1-2 work days |
| Pre-Scheduled Annual Testing & Preventive Maintenance | ✗ | ✓ | ✓ |
| Maintenance Kits* | ✗ | ✓ | ✓ |
| Parts | ✓ | ✓ | ✓ |
| Labour | First year only | ✓ | ✓ |
| Consumables | ✗ | ✗ | ✓ |
| Shipping | ✗ | ✓ | ✓ |
| Additional Adhoc Services | Full price | 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.
- Maintenance Kits are available only for products that are designated to have such kits.
- The mode of shipping for parts will be determined by the local Esco representative handling services in your area.
- Adhoc decontamination services are offered exclusively for Biological Safety Cabinets (BSC) and CO₂ 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-09-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

