



OxfordCryosystems

Service Options



Contract Options from Oxford

Whether you already own an Oxford Cryosystems cooler, or are thinking of buying one soon, you will be aware of our reputation for building the most reliable coolers available. Low cost of maintenance, reliability and our comprehensive free technical support are just a few of the reasons that our customers have made us the market leader in coolers for crystallographic applications.

Whilst all of our devices are designed to be as efficient and economical to maintain as possible, as with any mechanical system, some level of maintenance will be required. As always, we continue to offer free unlimited technical support to allow you to carry out minor service work. However, in response to demand from our customers, we are pleased to now offer a choice of pre-paid maintenance contracts.

Purchasing a maintenance contract will allow you to budget in advance, giving you peace of mind for years to come. Whichever level of cover you choose, you can be assured that we will pro-actively coordinate and arrange the servicing of your equipment, ensuring that service intervals are adhered to, and timing never left to chance.





Cryosystems

We offer contracts for both new and existing Cryostream and Cobra systems, so whether budget planning for the future, or considering a plan for your current cooler, contact us now for a tailored quotation.

Cryostream

The Cryostream (700 series or Plus) is designed to be reliable and economical to maintain, and many of our customers choose to perform service work themselves. However, if you would prefer to spend your time on your research rather than maintaining your equipment, why not have Oxford Cryosystems look after your Cryostream for you? We will be happy to advise you of the service contract that best meets your needs. Our service offerings all include an engineer visiting your site and servicing the Cryostream coldhead, pump and dry air unit before performing a commissioning test.

Cobra

The Cobra has become the system of choice for high-throughput labs wishing to maximise their efficiency. Due to its mechanical nature, the system will need more maintenance work than the traditional Cryostream, and we offer a choice of contracts designed to suit the needs of all labs. We will be happy to advise you of the service contract which best meets your needs. All options include site visits by an Oxford Cryosystem engineer who will service the Cobra refrigerator, Cryodrive and nitrogen generator before performing a commissioning test.

Choose your preferred package:

Essentials Package

This package is designed to minimise expenditure and simply includes the bare essentials to keep your system maintained for many years to come. Main features include:

- ▶ Scheduled on-site visits at optimum service interval including all parts and labour
- ▶ Pro-active contact to arrange visits at a time to suit you
- ▶ 6-months standard warranty on parts and labour used in the service
- ▶ Access to loaner equipment *

Extras Package

This package is ideal for those who prefer to cover all eventualities and includes additional services designed to keep you up and running. Main features include:

- ▶ Scheduled on-site visits including all parts and labour
- ▶ Extension to standard warranty if Extras package is purchased together with a new system
- ▶ Supplementary site visits if required to allow trouble-shooting of any problems
- ▶ In-house repairs included if necessary and priority access to loaner equipment
- ▶ 12-month extended warranty on all parts and labour
- ▶ All shipping costs included in price

* Based on availability. Shipping cost applies.



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Our Promise - Your Cover

- ▶ All of our service offerings include pro-active monitoring of the age of your equipment, and we will contact you when a service is due. This means that the responsibility of keeping your system serviced on time is in our hands, allowing you to concentrate on more important things.
- ▶ Whichever level of cover you choose, you can rest assured that our dedicated service team is committed to keeping your systems running with minimal downtime. We will always consult with you to select the most convenient time for service work, and will carry out the service work professionally and with as little disruption as possible.

If you don't wish to commit to a contract why not consider a one-off service? We offer tailored options for on-site visits so you can purchase on an ad-hoc basis. Alternatively, you may wish to send your system to our workshop for maintenance. Please contact support@oxcryo.com for more information.

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