

FlowCam[®] Service Plans

United States and Canada



Service on your schedule

Maximize instrument uptime and ensure optimal performance

Which Service Plan is Right for Me?



ON-SITE SERVICES	Gold	Silver
Annual preventative maintenance and calibration, including parts	✓	
Service visits (basic repairs only)	✓	
Discount on IQ/OQ/PQ Revalidation	✓	
ALH for FlowCam Service Plan available	✓	

FACTORY SERVICES	Gold	Silver
Annual preventative maintenance and calibration, including repairs	If necessary	✓
Parts, labor, and shipping included	✓	✓

TRAINING AND SUPPORT	Gold	Silver
FlowCam University online training access	✓	✓
One-on-one training and support via phone, email, or remote access session	✓	✓
20% discount on on-site training and technical consulting	✓	✓

SOFTWARE UPGRADES	Gold	Silver
VisualSpreadsheet software updates within current version (example: 6.0 → 6.1)	✓	✓
20% discount to upgrade to the newest version of VisualSpreadsheet (example: 5 → 6)	✓	✓

“Incredibly helpful and quickly available to assist with my technical issues”

FlowCam Customer

“[Yokogawa] Fluid Imaging has excellent customer service and is always quick to respond to my questions”

Keara Stanislawczyk, The Ohio State University

“Step-by-step explanation right from opening the instrument covers to check-points was very helpful”

FlowCam Customer