

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 Revalidation | ✓ | |
| ALH for FlowCam Service Plan available | ✓ | |

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

| TRAINING AND SUPPORT | | |
|--|---|---|
| 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 | | |
|---|---|---|
| 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