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Service Agreements

Optimize your instrument's performance and minimize unexpected downtime



What is the real cost of unmaintained laboratory equipment?

Can you afford for your instrument to be out of action?

- Unexpected downtime
- Unbudgeted repair costs
- Shorter equipment life
- Unreliable results

From service agreements to one-off support, we take care of your instrument during its full life cycle. This helps you concentrate on achieving your goals.



Protect your investment, with uninterrupted performance and priority support

Your H.E.L equipment is covered by a standard 12-month warranty. Beyond the first year of ownership, we offer three Service Agreement options to suit your needs and budget.

The benefits of a Service Agreement include:

- Minimized downtime and unexpected loss of productivity
- Maximized equipment lifetime and return on investment
- Priority onsite and remote support over non-contract customers
- Instrument calibration to optimize and maintain performance and accuracy
- More control over your Service and Maintenance cost
- Discounts on selected additional services or parts

Three Service Agreement Options:

 **Preventative**

 **Advanced**

 **Premium**



Three levels of cover to suit your needs and budget



Preventative

Designed to give your system an annual service visit, and to ensure correct operation and calibration of sensors whilst checking for any wear and tear to the system.



Advanced

Building on the Preventative Agreement, this level of cover is for users who require the additional security of emergency cover on top of an annual preventative maintenance.



Premium

For critical operations when downtime is NOT an option. This comprehensive service package includes all aspects of service and maintenance for full cost management.

	Preventative Agreement 	Advanced Agreement 	Premium Agreement 
Full Preventative Maintenance (PM)*	1 per year	1 per year	1 per year
Priority support over non-contract customers	✓	✓	✓
Emergency breakdown (Repair) visits	✗ 10% discount (travel & labor)	✓ 1 per year	✓ Unlimited
Parts on repairs	10% discount	15% discount	✓
Discount on other spares and consumables	5%	10%	20%
Discount on additional PM visits	10%	15%	20%
Control Software version updates	10% discount	15% discount	✓
Remote software support	4 hours	6 hours	Unlimited
Remote access assistance	4 hours	6 hours	Unlimited
Discount on training	10%	15%	20%

* Includes travel and labor costs, instrument calibration, performance verification and PM kit, as required

Preventative Maintenance

All three levels of Service Agreement include a Preventative Maintenance (PM) visit.

Periodic preventative maintenance is at the core of our service agreements and ensures your instrument is running optimally and reliably.

What happens during a PM visit?

- Detailed visual inspection
- Instrument calibration
- Replacement of consumables such as seals, gaskets and filters where applicable
- Utility connection checks
- Communication checks – software and hardware
- Functional and operational testing
- Full visit report, including necessary adjustments

Extended Warranty

If your instrument is still under its standard 12-month warranty, you can add an extra year of warranty coverage to help keep your lab up and running.

The H.E.L extended warranty offers the same benefits as the standard warranty: priority support, coverage for all required onsite warranty visits (including parts required for repair), unlimited remote support and software version updates.

Priority support over non-contract customers	✓
Warranty repair visits	✓
Parts on warranty repairs	✓
Control Software version updates	✓
Remote software support	Unlimited
Remote access assistance	Unlimited

Purchased once within the standard warranty period. Valid for one year following the standard warranty period.



WinISO

Bringing effortless efficiency to your laboratory automation

With the power of WinISO, you can elevate your research with a software solution that adapts to your needs.

One software platform to control all H.E.L products, from Battery testing to process safety and biotechnology to chemical synthesis. WinISO enables researchers to quickly and accurately track how an experiment is proceeding, focusing on the most critical aspects, avoiding unnecessary repeated lab work, which can be both costly and time-consuming.





About H.E.L Group

H.E.L Group's mission is to work together with chemistry, safety and biotechnology experts to engineer and unleash the full potential of the scientific community. To this end, H.E.L develops and manufactures innovative scientific instruments and software designed to optimize the efficiency, safety and productivity of key processes in chemistry and biology applications.

The H.E.L team includes highly skilled process and software engineers, based at their extensive research and manufacturing facilities in the UK, as well as sales and support offices around the world.

H.E.L has a long history of solving complex challenges for customers. For more than 30 years the company has worked with businesses and laboratories globally, providing proprietary automated solutions for the pharma, biotechnology, chemical, battery and petrochemical sectors. H.E.L is accredited with ISO 9001 : 2015 and ISO 14001 : 2015.

- With a strong focus on the customer, our **service and support** enables our customers to keep working efficiently
- Our **wide range of customizable products** put the customer at the heart of what we do, with solutions designed around their needs



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