

MSVision



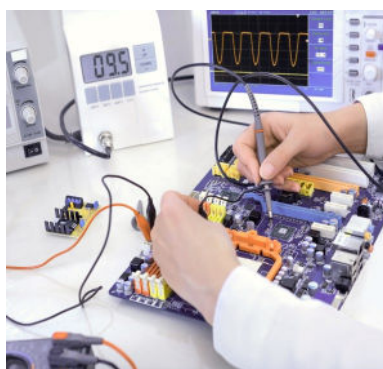
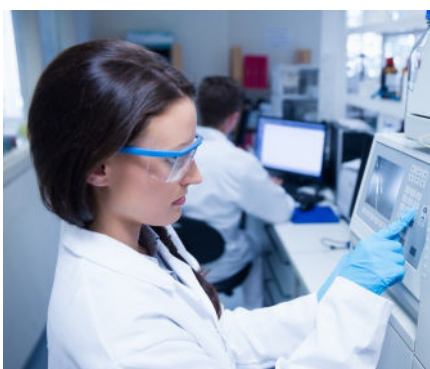
EXCELLENCE IN SERVICE

Service is our core business: service is the heart of our business and our entire organisation is dedicated to serving our customers.

Our Europe-wide **ISO 9001:2015 certified service** and support can help you to get back into business as soon as possible with more than 140 years of combined service experience on **Waters, Sciex and ThermoFisher LC-MS**.

Logging a call is easy; our **multi-lingual service helpdesk** is only a phone call away and giving you fast access to our experienced service engineers. With **remote diagnostics capabilities** we can directly jump into the resolution of your problems and due to our **extensive warehouse with quality parts**, which can be shipped overnight securing fast delivery of critical parts, we will keep you up and running. We are also trained for system qualifications on various systems.

Interested? Contact us and we will happily tell you all about our services.



DISCOVER MS VISION

A trusted partner for multi-brand Mass Spectrometry support for 15 years.
We support more than 300 instruments across Europe in Academia,
Analytical Control Laboratories and Pharma.

FIND OUT MORE AT WWW.MSVISION.COM

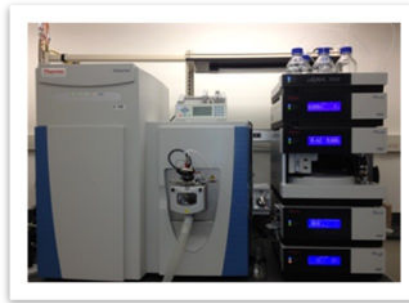
MS Vision service plan options

Contract type	Bronze	Silver	Silver plus	Gold	Gold plus	Platinum	Platinum Elite
Yearly PM visit	✓	✓	✓	✓	✓	✓	✓
PM service parts for mass spec included	✓	✓	✓	✓	✓	✓	✓
Technical helpdesk phone	✓	✓	✓	✓	✓	✓	✓
Reduced labour, travel and lodging rates	✓	✓	✓	✓	✓	✓	✓
Priority call handling	✓	✓	✓	✓	✓	✓	✓
Response time (business days)		5	3	5	3	3	2
Remote diagnostics included	Available	Available	Available	✓	✓	✓	✓
One corrective visit included				✓	✓		
All travel and lodging included						✓	✓
All corrective labour included						✓	✓
All spare parts included						✓	✓
98% uptime guarantee							✓
Designated engineer							✓

MS Vision supports all common LC-MS platforms!



Waters QTOF Ultima



Thermo Orbitrap



Waters Xevo TQ-S



Waters Synapt G1/G2 (Si)



Waters Xevo Q-ToF



API45(55/65)00



Management System
ISO 9001:2015

www.tuv.com
ID 9108611222

MSVision



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