



WYATT
TECHNOLOGY



GOLD
SERVICE PLAN



SILVER
SERVICE PLAN

Maximize productivity with world-class service

Wyatt Technology is committed to your success by offering two levels of comprehensive service plans: Gold and Silver.

Key Benefits of Gold Service Plan

- › Onsite preventative maintenance and basic repair services
- › Loaner units available should an instrument require factory repair
- › All parts and labor included
- › Comprehensive, first priority technical and application support by phone, email and screen sharing sessions

Plan Comparison: Gold vs. Silver

On-Site Service

Annual on-site preventative maintenance visit including consumables	Yes	No – factory only
Priority on-site service including free parts and labor	Yes*	No
Field calibration and quality control performance checks	Yes	No
Installation of loaner instruments and reinstallation of instruments returned from factory service	Yes	No

Factory Service

Priority service including parts, labor, shipping and hardware updates as necessary	Yes – if necessary	Yes
Full calibration and quality control testing	Yes	Yes
Reserved number of loaner instruments for the period of service in the factory	Yes	Based on availability

Support and Other Benefits

Unlimited priority support and application help by phone, e-mail and screen sharing sessions	Yes	Yes
50% discount on Wyatt training and events such as Light Scattering University, Short Courses and User Meetings	Yes	LSU courses only
Software and firmware upgrades	Yes	Yes

*Critical Care applies according to service plan. Standard maintenance procedures as outlined in the manual are the user's responsibility except during the annual preventative maintenance (PM).