



REPAIR, MAINTENANCE, TECHNICAL SUPPORT AND TRAINING FOR SCIENTIFIC EQUIPMENT AND INSTRUMENTS.

Call us at (860) 449-0886 or visit us at www.analyticaltechnologiesgroup.com

CONTRACT SERVICE PLANS

When downtime is not an option.

ATG SERVICE PACKAGES

At Analytical Technologies Group, our focus is keeping your equipment, new or old, in top-running shape. All of our plans promote healthy operation of your equipment, prolonging its life and minimizing downtime and revenue loss. We've designed a plan to meet every budget.

YOU SHIP IT-WE REPAIR IT

Realize substantial savings by sending us your equipment for repair. Depending on the severity of the problem and the availability of parts, you should receive your repaired equipment within two weeks. Shipping and insurance is the responsibility of the buyer. This package does not cover the cost of parts.

ONE YEAR DEPOT WARRANTY

This service plan is similar to the "You Ship It Plan" above, but includes parts and labor. Ship ATG your equipment and we will repair it at no charge (unless consumables are required or there was a user-related issue.) Customers are responsible for all shipping costs back to their facility. The One Year Depot Warranty covers all parts and labor.

PM PLUS

Need us onsite? Have a tight budget? This is your package! PM Plus provides optimal service, while meeting your budgetary needs. This package includes one Preventative Maintenance (PM) visit to your site. Our experienced technicians will perform a PM on your equipment while providing needed calibration to ensure it is in top shape. PM Plus also includes one emergency onsite visit to your facility. All parts under \$1000 are covered under this package and help is on the way within 72 hours*.

ELITE

Need your equipment running 24/7? Worried about downtime? This package is a comprehensive maintenance plan, great for busy laboratories, that will fit into most budgets. It is designed for equipment used on a regular basis but not in a production environment (24/7/365 use). The Elite Plan is similar to the PM Plus Package, but includes an additional two emergency onsite visits (total of three) with all parts covered under the contract (no dollar limit). Our technician will be onsite within 72 hours*.

ELITE PLUS

Your downtime destroyer! This broad-spectrum package covers production environment machinery and keeps you running smoothly all year long. Elite Plus includes all of the features of the Elite package, with the added benefit of unlimited emergency onsite visits*. All parts are covered under this package and technician response time is within 48 hours*.

*Service contracts offered through ATG are subject to our current Terms and Conditions. All onsite visits will be scheduled based on contact, technician availability, part availability and travel availability.

**All onsite packages require a pre-certification visit to ensure that the equipment is in operating condition prior to putting it under contract. This visit can be waived if the equipment is purchased from American Laboratory Trading, LLC or it has been serviced in our repair depot within the last 90 days.

SOLUTIONS, NOT EXCUSES

All of ATG's contract services packages include unlimited expert phone support between the hours of 8:00am - 5:00pm EST, Monday - Friday (excluding holidays), with a guarantee that a field service engineer will contact you within two hours. (IQ/OQ/PQ services are available for an extra charge and are not included in any of the packages.)