Protect Plus plan

Congratulations on purchasing a new SCIEX LC-MS system! The Protect Plus plan is the seamless way to continue comprehensive maintenance and repair coverage when your instrument's warranty expires.

Maximize productivity in your lab and generate better data with the most up-to-date software and advanced support, with the Protect Plus plan. This plan is only available at the time of your instrument purchase.

What's covered in the Protect Plus* plan

- 2 business days response time for on-site remedial repairs†
- Full parts, labor and travel required for remedial repairs
- One planned maintenance (PM) visit including PM kits and software health check per contract year
- Hardware, software and application telephone support during normal business hours
- StatusScope remote monitoring service on compatible models‡
- SCIEX Now Visual Assist support
- Full access to SCIEX Now online and premium online training courses
- Upgrades to latest software versions for all entitled SCIEX software§
- 30% discount on additional software licenses
- 25% discount for software validation services

Benefits for your lab

	Run your workflows more smoothly with full software upgrades and workflow assistance
	Minimize interruptions with next-day delivery of parts and fast response times
	Increase confidence with unlimited access to SCIEX-approved parts
	Balance your total cost of instrument ownership with a fixed annual fee
	Be confident that your lab is running smoothly, wherever you are with StatusScope remote monitoring service‡

Purchase additional Protect Plus options

- Next business day on-site response†
- Qualification services available for your instrument, software and HPLC system
- On-site application consulting, training and method development (for research use only)

Choose the right plans to protect your workflow

LC Protect* and PD Protect* plans complete your coverage

- Guaranteed† 2 business day on-site response time
- Parts, labor and travel for remedial repair
- One PM visit per contract year
- Hardware telephone support
- Access to StatusScope remote monitoring service on compatible models‡

LC Protect plan*
For your SCIEX LC system

Protect Plus plan*
For your mass spec and software

PD Protect plan*
For your peripheral devices, such as gas generators, uninterruptible power supplies, and others

Protect your LC-MS investment now
sciex.com/services

SCIEX Now

- Manage your instruments
- Submit and manage support cases, track status and view history
- Access online training courses and articles
- Manage software licenses linked to your registered instruments
- View and report critical instrument statistics when connected to the StatusScope remote monitoring service
- Be a part of the SCIEX community by submitting questions and comments
- Receive notifications from SCIEX with content based on your preferences

Visit SCIEX.com/support for more information

* Available only at time of instrument purchase from SCIEX

† Location restrictions apply. Contact your local service and support representative for details

‡ See sciex.com/statusscope for list of compatible instruments

§ Protect Plus plan covers software included with the instrument Starter Kit: one Analyst Acquisition license, one Analyst Processing license and one SCIEX OS-MQ license for Analyst or one SCIEX OS license for SCIEX OS based systems or one Analyst TF Acquisition license, one PeakView license, one SCIEX OS-Q license and MS/MSALL with SWATH Acquisition for SCIEX TripleTOF instruments