

At SMS, we recognize the importance of reliability and peace of mind in scientific equipment. That's why we've crafted our comprehensive Instrument Care Plans to offer unmatched support for our customers.

With our plans, you can rest assured knowing that your instruments are in capable hands. From routine maintenance and proactive monitoring to on-demand technical support and emergency assistance, our team of highly skilled technicians are dedicated to keeping your equipment running smoothly while minimizing downtime. Additionally, our plans include priority access to spare parts and upgrades, ensuring that your equipment is always up-to-date and operating at peak performance.

Available Plans

Basic Care

Coverage that provides peace of mind for emergency situations.

Premium Care

Comprehensive coverage ensuring your requirements are met to prolong your instrument's lifespan.

Premium Care +

Exclusive offer available during instrument purchase & warranty period. Best value with extensive coverage.

	Basic Care	Premium Care	Premium Care +
Breakdown visits including parts*, travel, and labor	1	Unlimited	Unlimited
Performance maintenance visit & validation (OQ/PQ)	Discounted	Included Annually	Included Annually
Sorption Academy e-learning access	✓	✓	✓
Sorption Hub portal access/help desk	✓	✓	✓
Discounts on consumables	✓	✓	✓
Phone and email support	✓	✓	✓
Parts and labor included		✓	✓
Multi-system discounts		✓	✓
Discounts on either site visits or classroom training		✓	✓
Second discounted OQ/PQ can be purchased as add on		✓	✓
Priority breakdown visit		✓	✓
Annual virtual tailored training			✓

* Balances, pumps, incubators, and MFCs damaged by poor quality gas supply fall outside the plan

** Parts will not be covered if deemed a result of lack of maintenance or misuse.

Benefits and Perks

Annual Performance Maintenance Visit & Validation (OQ/PQ)

This encompasses a visit from our factory-trained service engineers to clean, inspect, and validate your instrument. All relevant software and firmware updates will be applied. You will receive a detailed OQ/PQ report, ensuring confidence in the instrument's optimum performance.

Sorption Academy Elearning

Utilizing our extensive sorption expertise, Sorption Academy provides multi-tiered, comprehensive courses to on-board new staff and enhance your research team's skills, optimizing experimental output.

Sorption Hub Portal Access

Access to our portal enables you to track scheduled visits and reported issues, giving instant access to service reports and quotations for audits.

Discounted Consumables

With our range of instrument consumables accessible via our online portal eShop, this discount ensures you're always stocked with the supplies you need.

Phone/Email Support

Our technical support team is here to provide guidance on your technical issues. Whether it's walking you through an experimental setup or troubleshooting, we're here to help.

Parts and Labor Included

Need a new part for your instrument and an expert engineer to install it? We cover the cost of both, ensuring your instrument has minimal downtime and upkeep cost.

Multi-System Discounts

Competitive discounts are available upon request should you have multiple instruments to cover and wish to take advantage of them, maximizing savings while meeting all your instrumentation needs.

Discounts on Breakdown Visits or Classroom Training

Receive an exclusive discount on a range of training options tailored to your needs. Choose between having one of our esteemed scientists conduct on-site training in your lab or sending your team to our comprehensive classroom sessions.

Software Upgrades

Generous discounts, which are contract contingent, are extended on all upcoming software releases not covered in the PMV. These discounts are applicable to both new releases and feature enhancements.

Virtual Tailored Training

A member of our expert application science team will craft a tailored, in-depth training session for your team give you the expertise to thrive in your specific area of research.