

Protecting your investment upfront for complete peace of mind

Designed to provide full system coverage for your Mica and reduce cost of ownership with exclusive rates. Delivering upon our commitment to maximize uptime, we have introduced our Back-to-Light program for light sources & modules.



PERFORMANCE

Key features

- > 1-annual preventive maintenance
- > 3-business day on-site response*
- > Unlimited replacement of service parts
- > All labor & travel costs included
- > Required software updates & patches
- > Proactive remote monitoring (Remote Care)*
- > 2-business hour approximate hotline response*

Key benefits

- > Secure maximum uptime for your laser (Back-to-Light)
- > Maximize equipment availability with proactive services
- > Eliminate paperwork and reduce delays for requests
- > Operate with full budget control (no unexpected costs)
- > Trust instrument performance and quality of results
- > Protect your system with regular updates and checks
- > Receive prioritized assistance from our experts



UPTIME



BUDGET

Why a multi-year agreement now?

Benefit from preferential rates to extend your system coverage now and help you focus on your workflow with maximum convenience.

Key benefits

- > Lock in prices over time
- > Eliminate annual paperwork (re-justification)
- > Prevent a lapse in coverage (continuity)
- > Use funds now when available





SERVICE CARE SUCCESS NETWORK

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