

We're with you
every step of
the way

Service and support packages
from Oxford Instruments

Performance and peace of mind, year after year

Oxford Instruments partners with academic institutions and commercial organisations worldwide, delivering market-leading scientific technology and expertise. Innovation is at the heart of our business—driving our growth and fueling our mission to accelerate the breakthroughs that will shape a brighter, more sustainable future.

With a heritage dating back to 1959, we have consistently remained at the forefront of cutting-edge technology, meeting the ever-evolving needs of the global scientific and advanced industrial communities. Our talented team of professionals brings together deep technical knowledge and industry insight, enabling us to provide customised solutions that enhance productivity, efficiency, and long-term success.

From Nobel Prize-winning research to world-leading commercial enterprises, our technology is transforming the boundaries of what's possible. We serve a broad spectrum of industries—including Quantum Computing, Semiconductors, Life Sciences, and Advanced Materials—empowering our customers to make discoveries and deliver innovations that change the world.

At Oxford Instruments, we go beyond delivering exceptional products. We provide a full suite of innovative services and support to ensure the optimal performance and longevity of your scientific systems. Our expert Service Engineers work to maximise uptime, while our application and process specialists collaborate with you to fine-tune your workflows and guarantee consistent, high-quality outputs.

We are here to ensure your current production runs seamlessly and reliably, while supporting the rapid development and successful launch of your future technologies.

Our commitment is clear: to deliver innovative solutions and exceptional service that help our customers stay ahead in a fast-moving scientific landscape. We are dedicated to exceeding expectations, building lasting partnerships, and driving your continued success.



What makes us excellent?

Our global footprint

We have a large network of strategically positioned regional support hubs, allowing us to deliver best-in-class response times.

Our people

Our highly qualified, industry leading certified service engineers are here to provide the highest level of system expertise to give you the peace of mind you deserve.

Enabling a smooth start

With you every step of the way to successful installation and qualification be it your first image or wafer.



Extensive training and accreditation



Site readiness



Instrumentation readiness



Installation and operational qualification



Installation, commissioning, acceptance



Up and running

Whatever your requirements, we are here to get your investment up and running and operational as smoothly and efficiently as possible with our installation and start up services using our global network of installation and service engineers.

Ensuring lifetime success

With you every step of the way to maximise your uptime and manage your equipment lifecycle through our comprehensive range of service agreements, on demand training, and upgrades securing performance continuity.



Self-maintenance and remote support options



Tiered service packages



Process and applications support



Diagnostics and monitoring



Hardware and software upgrades



Our service offerings are designed to help you keep your instruments running optimally, maximise productivity, and extend the lifespan of your equipment.

Service packages

We offer a comprehensive range of service and support packages tailored to meet the requirements of our customers. All our service packages included our remote technical support services which utilise advance connectivity tools such as Teamviewer and Live Assist* enabling our engineers to provide support, troubleshooting and diagnose issues as well as software updates if required.

Remote support

Enabling (unlocking) access to our technical support services including our remote access services to get the expert help you need wherever you are, these options are ideal for customers who need access to our technical expertise only and (budget conscious) will manage any call outs, parts or maintenance on an as needed basis.

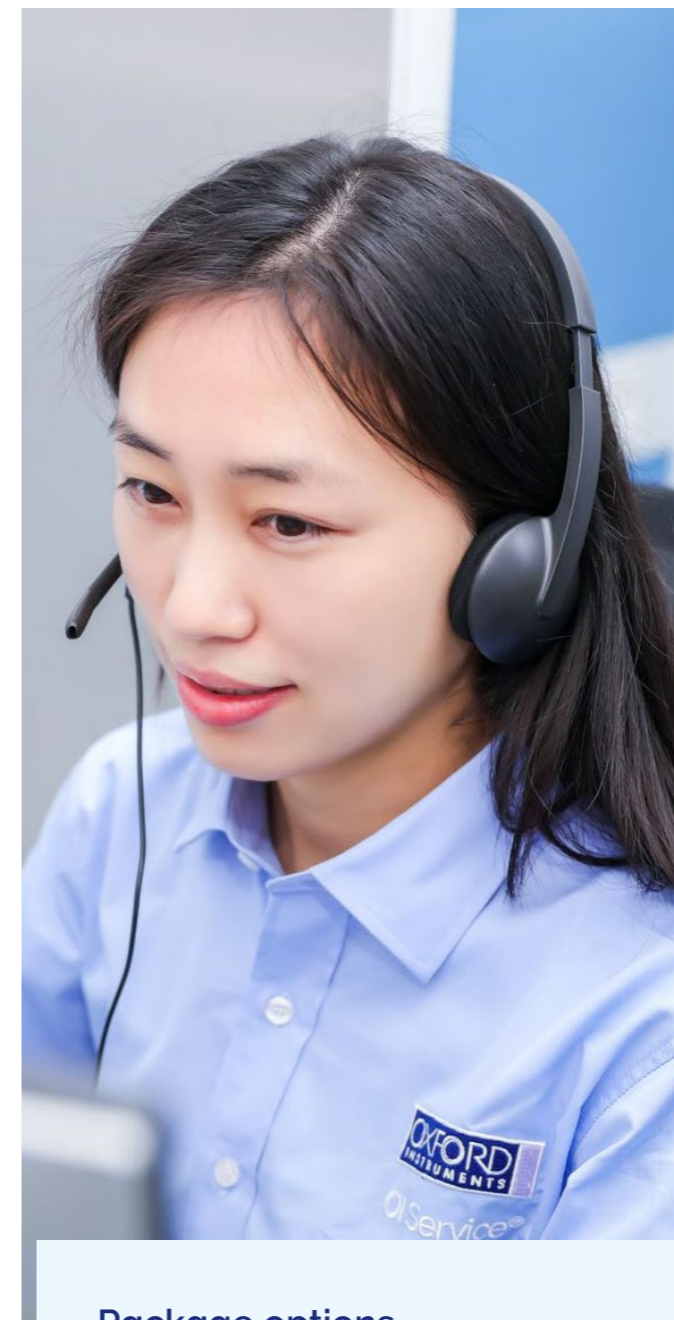
On-site support

For our customers wanting to maximise their uptime and tailor their service provision our flexible on-site support packages give access to on-site call outs parts and preventative maintenance in addition to our technical support services to meet your operating budget and minimise downtime.

Self-maintenance

Specifically for our customers with in house technical or maintenance teams take control with our self-maintenance packages where we provide training enabling you to perform tiered tasks and maintenance, access to our technical support services and tiered level of call outs and maintenance.

*where available.



Package options

We offer **bronze, silver, gold packages for on-site support as well as packages for self-maintenance and remote** allowing our customers to choose the level of service that best suits their needs and budget.

Our commitment to customer satisfaction drives us to continuously enhance and expand our services, **staying at the forefront of technological advancements to provide innovative solutions that drive success for our clients.**

On-site support

Our **on-site support** ensures you have expert assistance right at your doorstep. Our skilled engineers work with you to **address technical issues, perform preventative maintenance, and optimize your equipment for peak performance**. With fast response times and tailored solutions, we help minimize downtime and keep your operations running smoothly.

	Bronze	Silver	Gold
Technical support			
Technical helpdesk hours	∞ hours	∞ hours	∞ hours
Response time	Within 16 working hours	Within 8 working hours	Within 4 working hours
Coverage	Standard working hours	Standard working hours	Standard working hours
Remote support capability	✓	✓	✓
On-site call outs			
Call out	1	∞	∞
Call out discount	10% on further call outs	✓	✓
Travel and expenses	Included with first visit	✓	✓
On-site response time	Within 5 working days	Within 3 working days	Within 2 working days
On-site coverage	Standard working hours	Standard working hours	Standard working hours
Repairs for accidental damage/improper use*	0	0	1
Parts			
Replacement parts	-	✓**	✓**
Replacement parts discount	20%	-	-
Replacement parts availability	-	From local stock or supplier lead-time	From local stock or supplier lead-time
Consumables discount	-	10%	20%
Shipping	-	✓	✓
Preventative maintenance			
Frequency	1 annual maintenance	1 annual maintenance	1 annual maintenance
Parts coverage	✓	✓	✓
Process & application support			
Process and application support hours	-	-	12 hours
Response time	-	-	8 standard working hours
Coverage	-	-	Standard working hours
Software			
Software fault or bug fix	✓	✓	✓
Software updates	-	✓	✓
Software assurance	-	-	✓
Training			
Certified training course credits	0 credits	0 credits	2 credits
Training discount	-	10%	10%

*depending on connectivity and availability

**optional parts coverage for some product lines

note some terms may be subject to variation or exclusion depending on the applicable product, see specific agreements for further details

Self maintenance

Take control with our **self maintenance** package. Designed for customers with in-house technical teams, this option includes **detailed training, access to expert technical support, and discounts on spare parts and consumables**. It's a flexible, cost-effective way to manage your equipment while ensuring reliable performance.

	Self maintenance	Self maintenance +
Technical support		
Technical helpdesk hours	∞ hours	∞ hours
Response time	Within 8 working hours	Within 4 working hours
Coverage	Standard working hours	Standard working hours
Remote support capability	✓	✓
On-site call outs		
Call out	-	2
Call out discount	10% on further call outs	10% (after visit use)
Travel and expenses	-	Included (for included visits only)
On-site response time	-	Within 5 working days
On-site coverage	Standard working hours	Standard working hours
Repairs for accidental damage/improper use*	0	0
Parts		
Replacement parts	-	-
Replacement parts discount	10%	20%
Replacement parts availability	-	From local stock or supplier lead-time
Consumables discount	20%	20%
Shipping	-	-
Preventative maintenance		
Frequency	1 annual maintenance	1 annual maintenance
Parts coverage	✓	✓
Process and application support		
Process and application support hours	-	8 hours
Response time	-	8 standard working hours
Coverage	-	Standard working hours
Software		
Software fault or bug fix	✓	✓
Software updates	✓	✓
Software assurance	-	✓
Training		
Certified training course credits	1 credit	2 credits
Training discount	10% (after credit use)	10% (after credit use)

*depending on connectivity and availability

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Remote support

Get expert help wherever you are with our **remote support** services. Using advanced tools like Live Assist and TeamViewer, our engineers can **diagnose issues, guide you through troubleshooting, and provide software updates** - all without needing to visit your site. This fast and convenient option saves time, reduces costs, and keeps your equipment performing at its best.

These service options are tailored to meet your needs, offering flexible solutions to maximize the efficiency and reliability of your systems. Let us help you achieve success with the support that works best for you.

	Remote support only	Remote support +
Technical support		
Technical helpdesk hours	∞ hours	∞ hours
Response time	Within 24 working hours	Within 8 working hours
Coverage	Standard working hours	Standard working hours
Remote support capability	✓	✓
Labour		
Call out	-	-
Call out discount	0% on call out	10% on further call out
Travel and expenses	-	-
On-site response time	-	-
On-site coverage	-	-
Repairs for accidental damage/improper use*	0	0
Parts		
Replacement parts	-	-
Replacement parts discount	0%	10%
Replacement parts availability	Standard lead time	Standard lead time
Consumables discount	0%	10%
Shipping	-	-
Preventative maintenance		
Frequency	-	-
Parts coverage	-	-
Process and application support		
Process and application support hours	-	8 hours
Response time	-	Within 8 standard working hours
Coverage	-	Standard working hours
Software		
Software fault or bug fix	✓	✓
Software updates	-	-
Software assurance	-	-
Training		
Certified training course credits	0 credit	0 credit
Training discount	0%	0%

*depending on connectivity and availability

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www.oxinst.com

Oxford Instruments: The complete package

In addition to our service and support packages, we have **many other solutions and resources at your fingertips**, helping you get the most from your investment today, and preparing you for tomorrow.

Training

To help you we have a range of free and paid-for training options to **help up-skill your lab**, available in-person, online and hybrid formats.

Consultative support

Our team of experienced applications specialists are **trusted advisors to our customers, knowledgeable, responsive and reliable**. With their unique blend of deep science and product know-how, they can help guide you through some of the challenges you face.

Upgrades

Our products are designed from the ground up, to future proof the ability to deliver product improvements, feature enhancement's and unlock new potential for an enhanced experience.

Spares

Our **excellent rated e-store** is a simple and easy-to-use platform that offers a wide range of spare parts for our different systems, plus all of your general lab consumables.



Advancing your capabilities

With you every step of the way to support you as your ambitions and requirements expand with our very latest features & functionality, software advancements, performance & optimisation services.



Access to our global unrivaled scientific and industry leading expertise




Enhanced functionality




Ongoing optimisation



Partnering for ambition development

 **Enabling a smooth start**
Support to investment go live

 **Ensuring lifetime success**
Maximising your investment

 **Advancing your capabilities**
Enhancing your investment

Services customer charter

We are dedicated to ensuring you have an exceptional experience every time you work with us. Our commitment to your success is built on clear communication, unmatched expertise, and a relentless drive to exceed your expectations.

Our promise to you

- Our services will help you get the **best value from your investment** and the outcomes you are looking for.
- We deliver a **seamless service experience** through progressive use of smart innovative technology.

- You will have access to our **global knowledge and expertise** wherever you are, when you want and how you want.
- We are committed to **delivering on our promises**.

- We are committed to supporting you through the **full product lifecycle** of your investment in our solutions.
- We will **communicate clearly and with integrity** and will keep you updated during your journey.



Inclusive



Trusted



Innovative



Purposeful

Inclusive	Trusted	Innovative	Purposeful
Service agreements	Finance options	Subscription services	Managed services
Installation & relocation	Application support	Training	Remote support
Online diagnostics	On-site support	Data analytics & insights	Consultancy
Upgrades	Software	Customer portal	eStore

Contact us

Please get in touch to find out how we can give you peace of mind while helping you reach your goals quicker.

Website

www.oxinst.com/service-support/

Social media

Search for Oxford Instruments on LinkedIn, Facebook and X.



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