

FOSS

FossCare™ Service

WineScan™ SO₂



ANALYTICS BEYOND MEASURE

FossCare™ elements

Each FossCare™ solution includes standard elements. Further, each of our FossCare™ plans is tailored to match the requirements of your specific FOSS analytical solution.

	FossCare™ Pro	FossCare™ Core	Description
Service maintenance on-site per year	2	1	Highly trained SEs will service the instrument on-site according to the instrument service protocol, by checking instrument status, replacing parts and cleaning agents, undertaking performance validation and making adjustments
Service maintenance kit included	Yes	Yes	The service maintenance kit consists of parts required to perform factory standard maintenance
Instrument software updates upon request	Yes	Yes	Option to upgrade your software is included, securing consistent high performance of your WineScan™ SO ₂
Opening hours for telephone support	Office hrs	Office hrs	During office hours a FOSS representative will be available for your support via telephone
Ad hoc support on-site available within 48-72 hrs	48-72 hrs	72 hrs	FOSS will strive to have a dedicated support technician available to support you on-site within 48-72 hrs in case of emergencies. FOSS charges an hourly fee for ad hoc support
Extended warranty on selected spare parts	Yes	-	When purchasing a FOSS instrument with FossCare™ Pro, you get additional coverage of selected spare parts while the instrument is covered by a valid service agreement.
Special discounts	Yes	-	Special discounts on technical support hours and other service items apply to FossCare™ Pro covered customers

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