

Technical Services

Regular monitoring of your Robotic system



Flexibility

Choose the most convenient solution for your needs



Safety

Avoid unnecessary risks



Reliability

Quality technical support

A range of Service Contracts to meet your requirements

PREMIUM PLUS

- Reaction time via phone: within 3 hours
- Reaction time on-site: between 24-48 hours
- Unlimited working time and travel expenses
- All required spare parts included
- Software updates (within one version)
- STARwatch Diagnostic Tool: Online Condition Monitoring (optional)

PREMIUM

- Reaction time via phone: within 3 hours
- Reaction time on-site: between 48-72 hours
- Unlimited working time and travel expenses
- 10% discount on spare parts
- Software updates (within one version)

CORE

- Reaction time via phone: within 6 hours
- Reaction time on-site: between 72-96 hours
- 10% discount on working time and travel expenses
- 10% discount on spare parts

With Hamilton Service Contracts, service costs are budgeted in advance and unnecessary risks can be avoided. A range of comprehensive Service Contracts allows you the flexibility to choose the most convenient solution for your laboratory. After the one-year warranty, you can choose to continue an on-going Service Contract. Depending on the subsidiary responsible, a warranty extension is possible. Bonaduz customers can only choose between PREMIUM PLUS, including STARwatch and CORE.

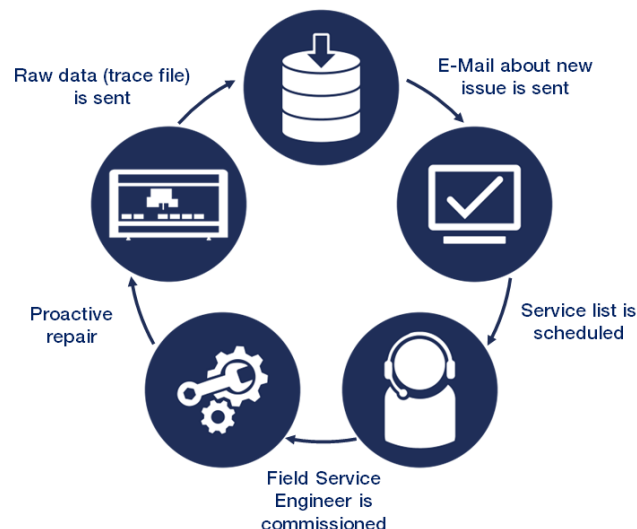
OPTIONAL

STARwatch

- STARwatch is a service that significantly increases the uptime of your STAR instrument via proactive maintenance
- Running behind the scenes, STARwatch continuously monitors the condition of your instrument

The technology behind it

STARwatch Collect is a small client, installed on the instrument's computer, which transmits relevant information to the STARwatch Server.



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