

## Remote Support from our Teams of Experts

As a complement to onsite visits, our Remote Support Sessions are a great choice to keep your system operating effectively. Remote Support Sessions with our Service Engineers are a fast and cost-efficient method to get the technical advice and help you need to address issues, trouble-shoot problems or install upgrades.

Our goal is to support you, your instruments, and your research as efficiently as possible. Our large team of experienced Service Engineers are located around the world, and are available for scheduled, dedicated support sessions at a time suitable for you.

### Key details

- Available for installed systems
- Remote Support Session(s) with a Service Engineer
- Available via teleconference/Teams using 'Teamviewer' and screen sharing
- Phone and email support
- For troubleshooting, support or training
- Single or multi-session packages available

We offer a variety of support packages and solutions. Please contact your service representative for a dedicated quotation customised to your needs.



### How to contact us:

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