



Service That Keeps You Focused

Expert support to keep your system running at its best

At Axcend, we're committed to delivering more than precision instrumentation. We're dedicated to making sure your system performs reliably from day one. Whether you're in a tightly regulated pharmaceutical lab or an academic environment balancing budgets, our flexible service options ensure your Axcend products get the support they need.



Installation Support, Your Way



Remote Assistance

Need help getting set up? Our expert support team can guide you step-by-step via phone or video call.



Onsite Installation

Prefer hands-on help? An Axcend technician can come directly to your site and ensure a smooth installation.

Choose the Support Agreement That Fits Your Lab

Whether you need annual onsite visits or prefer to return equipment for service as needed, we've got an option that aligns with your lab's needs and budget. Both agreements include the same product coverage and preventative maintenance, regardless of service location.



FocusEssential

A budget-conscious option offering:

- Full return-to-base product support
- No included onsite visits (available à la carte)



FocusPremier

Ideal for regulated or high-throughput environments:

- One onsite service visit per year
- Return-to-base coverage for additional support
- Additional onsite service available à la carte

See next page for more details.

The table below outlines the specific coverage and service offerings included in each support agreement.

	FocusEssential	FocusPremier
Instruments • Axcend Focus LC® • AutoFocus™ • InFocus™ • FocusArray™	Coverage • Covers instrument for electromechanical failures • Excludes: consumable parts (rotor seals, tubing due to blockage etc), operator error/damage, lamps and flowcell fluidics (e.g. blockage/overpressure leakage)	Coverage • Covers instrument for electromechanical failures • Excludes: consumable parts (rotor seals, tubing due to blockage etc), operator error/damage, lamps and flowcell fluidics (e.g. blockage/overpressure leakage)
	Repairs & Preventative Maintenance • Return to base repair - customer covers shipping to Axcend, Axcend covers return shipment to customer • Per-visit charge for onsite visits	Repairs & Preventative Maintenance • Includes one onsite service which can either be used for preventative maintenance or repair • Further service is return-to-base. Customer covers shipping to Axcend, Axcend covers return shipment to customer • Additional per-visit charge for onsite visits for covered events
Cartridges • Fixed Column Cartridge (FCC) • Heated Column Cartridge (HCC)	Coverage • Covers referenced cartridge for electromechanical failure • Coverage includes detector electronics • Excludes column or fluidic components	Coverage • Covers referenced cartridge for electromechanical failure • Coverage includes detector electronics • Excludes column or fluidic components
	Repairs & Preventative Maintenance • RTB repair - customer pays shipping to Axcend, Axcend covers return shipping	Repairs & Preventative Maintenance* • RTB repair - customer pays shipping to Axcend, Axcend covers return shipping

*Support agreements for instrument or cartridge add-ons must match support agreement purchased for the associated Focus LC. Other restrictions may apply. Contact our team for more details.

