

Safeguard Your LC and LC-MS Systems to Decrease Operational Costs

Waters™ FlexCHOICE™ Service Plans deliver better control of lab operating costs and a reduction in unexpected downtime.

Downtime costs your organization more than time.

Unplanned repairs and instrument downtime cost more than you think.

82% of global organizations surveyed had experienced at least one unplanned event which involved critical assets over the past three years.

The cost associated with that downtime was an average of **\$260,000** per hour.¹

Substandard service solutions have hidden costs.

Lower quality services and parts from third-party vendors can cause instrument failure resulting in:

Disruptions

Damage to instrumentation

Productivity losses

Negative impact on operating budgets

The solution: reduce downtime with customizable FlexCHOICE Service Plans and Performance Maintenance from Waters



20% decrease in downtime achieved with Waters Performance Maintenance².

Our experience has shown that unexpected instrument downtime can be reduced with Waters Performance Maintenance.

Customizable Waters FlexCHOICE Service Plans support your laboratory, when you need it most.

PRIORITY -

Immediate Access to Waters Remote Resources

- ✓ Priority support for requests submitted by FlexCHOICE plan holders – meaning you can get fast answers when you need them most
- ✓ 45% of our service and support requests are solved remotely by the Expert Center Team so you can be up and running faster
- ✓ 32,000 articles available through the Waters Knowledge Base have solved 120,000+ service cases without the need for a field service visit
- ✓ 3,200 videos on Waters.com help answer your questions immediately

QUALITY -

Priority Field Service with Waters Quality Parts™

- ✓ 100% of critical-to-performance parts replaced by Waters Field Service Engineers (FSEs) during Performance Maintenance
- ✓ 1,400+ field Waters FSEs strategically located near our customers.
- ✓ 9+ years average Waters FSE experience; certified through the Waters training program

COMPLIANCE -

Proven Waters Solutions

- ✓ 100% compliance-ready Empower™ System QT™ Protocols
- ✓ Paperless qualification results through tool built into Waters software
- ✓ 4 hours increase in system uptime with Waters Regulatory Compliance Solution vs. traditional compliance protocols³
- ✓ 100,000+ Waters-performed qualifications per year⁴

Benefits of Waters FlexCHOICE Service Solutions



- ✓ Tailor your service and support coverage
- ✓ Optimize laboratory productivity and uptime
- ✓ Maintain system peak performance
- ✓ Access priority chemistry, column, and application assistance
- ✓ Address stringent compliance requirements
- ✓ Manage and control costs
- ✓ Get comprehensive support for enterprise-wide systems

What Customers Say About Waters Service

Waters ranks #1 vs. other vendors⁵

87% of service plan customers would recommend Waters service to their colleagues⁶

80% of customers say we ensure our products perform reliably⁵

82% of our customers said we were responsive to their needs⁷

REFERENCES

1. Vanson Bourne and ServiceMax, After the Fall: The Costs, Causes & Consequences of Unplanned Downtime, Feb 03, 2021.
2. Internal Data, Number of corrective field service requests for customers who had PMs vs Customers who did not have PMs in 2021.
3. Traditional Protocols which qualify systems on a modular basis and use primarily web assets (<https://www.waters.com/webassets/cms/library/docs/720004982en.pdf>).
4. 2021 number of modules with qualification plan in 2021.
5. Results from 2021 Waters Remote Support Service Survey, 2700 respondents.
6. Results of 2021 Relational Net Promoter Score Survey from 2654 laboratory scientists and managers.
7. Results of 2021, Worldwide, Field Support Customer Survey, 8800 respondents.

Waters

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