

Total Care support

Service & support with a 100% up-time guarantee*

Total Care is the latest innovation from Oxford Diffraction. A service and support product **Total Care** provides peace of mind in an increasingly complex world.

Total Care provides exactly what it says for your Oxford Diffraction system. You can concentrate on the science while we ensure your system 'keeps on running'. Provided free of charge for the first year with any new Oxford Diffraction system, **Total Care** is also available to purchase in yearly blocks thereafter. **Total Care** includes a full parts and labour warranty, along with two 6 monthly preventative maintenance visits and unlimited service visits from our highly skilled service and support engineers.

So confident are we in the quality and reliability of our products that **Total Care** even includes a no quibble guarantee*. We will promise to keep your equipment running 100% of the time and if we can not we will give you one for one warranty extension against the downtime you incur. That means for every day that your system is down we will give you an extra day of **Total Care** for free. Of course the only reason why we can do this is due to the high quality and reliability of our products.

The future is hassle free with **Total Care** and an Oxford Diffraction X-ray system.

Total care includes:

- 1st year free with all systems
- Full warranty on parts and labour
- *100% up-time guarantee**
- 1 for 1 warranty extension against downtime
- 2x 6 monthly preventative maintenance visits
- Unlimited free service visits
- Free software & firmware upgrades
- Refresher maintenance training
- Replacement consumables where applicable





View of the Oxford Diffraction final assembly area

"We have designed this product to suit the needs of the modern research group. The Total Care package furnishes our customers with the peace of mind to concentrate on their scientific research while we look after the instrument"

Mr David Warner
Global Customer Support Manager , Oxford Diffraction Ltd

Customer Testimonials

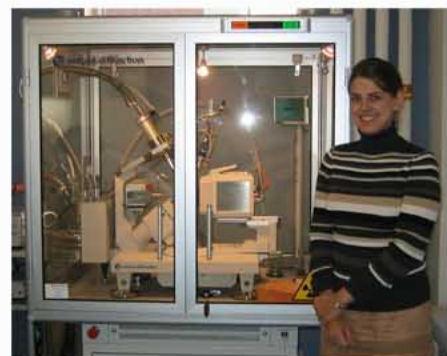
"When you buy precision equipment like the Xcalibur Nova, it's great knowing that the company has confidence in the quality of its products: to the extent that they will guarantee the up-time. It's even better knowing the service and support will be handled by professionals, with no further costs to us"

Prof. Hans E. Krokan
Norwegian University of Science and Technology, Norway



"Brilliant! I very much like the idea of the 6 monthly visits by a professional to have the system properly checked out and tuned as needed"

Dr. Orde Q. Munro
University of Natal, S.Africa



"It takes the risks out of buying a diffractometer and is perfect for any customer that cannot afford down-time"

Dr. Amy Sarjeant
Johns Hopkins University, USA

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