

Service Contracts

Designed for peace of mind
Stop stressing over unscheduled downtime
and unforeseen repair costs

TRY SELF-SELECTION TOOL

BOOK AN APPOINTMENT



REMOTE SUPPORT

An affordable choice for the experienced



SILVER CARE

Prepaid repair and scheduled maintenance



SCHEDULED CARE

Scheduled maintenance (PM)



GOLD CARE

Prepaid repair with fast response and scheduled maintenance



BRONZE CARE

Limited repair and scheduled maintenance



PLATINUM CARE

Prepaid repair with guaranteed fast response and scheduled maintenance





REMOTE SUPPORT

GET A QUOTE

AN AFFORDABLE CHOICE FOR THE EXPERIENCED

- ✓ 8-hour block of Remote Support

Package Details

8-hour block of Remote Support to be used as needed for troubleshooting. Rigaku engineers assist you in performing simple tasks such as sample and optics alignment, diagnosing system faults, and troubleshooting software problems. The supporting technology includes:

- Telephone support - A Rigaku engineer will help you troubleshoot and resolve issues over the phone.
- Team Viewer – A Rigaku engineer accesses your computer remotely.
- Help Lightning – A Rigaku engineer will help you troubleshoot and resolve issues using an augmented reality program.





SCHEDULED CARE

GET A QUOTE

SCHEDULED MAINTENANCE (PM)

- ✓ Limited remote support during business hours
- ✓ One (1) on-site visit for PM or repair*
- ✓ PM kit consisting of consumable items
- ✓ One (1) Anode Rebuild**

Package Details

Labor, travel, and daily living expenses for One (1) on-site visit per contract period. The visit can be used for a PM or repair*. Consumable items are replaced during the PM visit. The Anode Rebuild includes parts, balancing, labor, and shipping (one way) per generator to be used during the contract period**.

*Repair parts and shipping are not included and must be purchased separately when needed.

**Applicable only to rotating anode X-ray generators.





BRONZE CARE

GET A QUOTE

LIMITED PREPAID REPAIR AND SCHEDULED MAINTENANCE

- ✓ Limited remote support during business hours
- ✓ One (1) on-site visit for repair
- ✓ One (1) on-site visit for PM
- ✓ PM kit consisting of consumable items
- ✓ One (1) Anode Rebuild**

Package Details

Limited remote support available during normal business hours. Labor, travel, and daily living expenses for One (1) on-site visit per contract period for repair* plus One (1) PM visit.

Consumable items are replaced during the PM visit. The Anode Rebuild includes parts, balancing, labor, and shipping (one way) per generator to be used during the contract period**.

*Repair parts and shipping are not included and must be purchased separately when needed.

**Applicable only to rotating anode X-ray generators.





SILVER CARE

GET A QUOTE

PREPAID REPAIR AND SCHEDULED MAINTENANCE

- ✓ Unlimited remote support during business hours
- ✓ Software upgrades and support for applicable control software
- ✓ 72-hour Best Effort on-site response time upon initial diagnosis during business hours
- ✓ Repair visit(s) as deemed necessary
- ✓ Standard repair parts including one-way shipping
- ✓ Loaner parts when available
- ✓ One (1) on-site visit for PM
- ✓ PM kit consisting of consumable items
- ✓ One (1) Anode Rebuild**

Package Details

Unlimited remote support available during normal business hours. Labor, travel, and daily living expenses for on-site visit for repair(s)* as deemed necessary by the Service Manager. Plus One (1) PM visit. Software upgrade for control applicable control software. 72-hour Best Effort on-site response time upon initial diagnosis during business hours. Consumable items are replaced during the PM visit. The Anode Rebuild includes parts, balancing, labor, and shipping (one way) per generator to be used during the contract period**.

*Repair parts and shipping are not included and must be purchased separately when needed.

**Applicable only to rotating anode X-ray generators.





GOLD CARE

GET A QUOTE

PREPAID REPAIR WITH FAST RESPONSE AND SCHEDULED MAINTENANCE

- ✓ Unlimited remote support during business hours
- ✓ Software upgrades and support for applicable control software
- ✓ 48-hour Best Effort on-site response time upon initial diagnosis during business hours
- ✓ Repair visit(s) as deemed necessary
- ✓ Standard repair parts including one-way shipping
- ✓ Loaner parts when available
- ✓ Two (2) on-site visits for PM
- ✓ PM kit consisting of consumable items
- ✓ One (1) Anode Rebuild**

Package Details

Unlimited remote support available during normal business hours. Labor, travel, and daily living expenses for on-site visit for repair(s)* as deemed necessary by the Service Manager. Plus One (1) PM visit. Software upgrade for control applicable control software. 48-hour Best Effort on-site response time upon initial diagnosis during business hours. Consumable items are replaced during the PM visit. The Anode Rebuild includes parts, balancing, labor, and shipping (one way) per generator to be used during the contract period**.

*Repair parts and shipping are not included and must be purchased separately when needed.

**Applicable only to rotating anode X-ray generators.





PLATINUM CARE

GET A QUOTE

PREPAID REPAIR WITH GUARANTEED FAST RESPONSE AND SCHEDULED MAINTENANCE

- ✓ Unlimited remote support during business hours
- ✓ Software upgrades and support for applicable control software
- ✓ 48-hour Guarantee on-site response time upon initial diagnosis during business hours
- ✓ Repair visit(s) as deemed necessary
- ✓ Standard repair parts including one-way shipping
- ✓ Loaner parts when available
- ✓ Two (2) on-site visits for PM
- ✓ PM kit consisting of consumable items
- ✓ One (1) Anode Rebuild**

Package Details

Unlimited remote support available during normal business hours. Labor, travel, and daily living expenses for on-site visit for repair(s)* as deemed necessary by the Service Manager. Plus One (1) PM visit. Software upgrade for control applicable control software. 48-hour Guarantee on-site response time upon initial diagnosis during business hours. Consumable items are replaced during the PM visit. The Anode Rebuild includes parts, balancing, labor, and shipping (one way) per generator to be used during the contract period**.

*Repair parts and shipping are not included and must be purchased separately when needed.

**Applicable only to rotating anode X-ray generators.





Contact Us

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GET A QUOTE

