

We're with you
every step of
the way

Service plans from Oxford Instruments

Enabling the world's most advanced science & technology

Oxford Instruments designs and manufactures high-precision scientific technologies that enable researchers and engineers to understand, analyse, and engineer materials at the atomic and molecular scale. For over 65 years, we have partnered with academia and industry to transform scientific discovery into real-world innovation.

Our technologies and products -

Imaging and analysis

- Atomic force & scanning probe microscopy, nanoindentation
- Electron, optical & raman microscopy
- Scientific cameras, detectors & imaging software
- Benchtop NMR spectroscopy & time-domain NMR systems

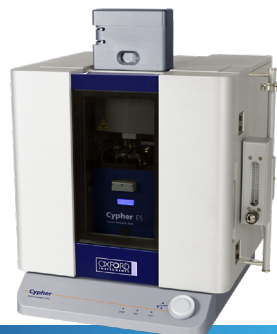


Industries we serve:

Semiconductors, Advanced Manufacturing, Energy, Materials Science, Nanotechnology, Life Sciences, Automotive, Aerospace, Photonics, Agriculture and Food....

Plasma processing systems

- Atomic layer deposition
- Chemical vapour deposition
- Ion beam deposition & etching
- Atomic layer & deep silicon etching



Beyond the instrument

- Application & technical expertise
- Installation, servicing & upgrades
- Customer training & education
- Method development & consultancy

Why Oxford Instruments?

- We're a trusted global partner
- Our technology serves leading universities and technology companies
- We provide expertise to users in research through to industry
- Innovation with a purpose to create a brighter future for our world

Performance and peace of mind, year after year

Oxford Instruments partners with academic institutions and commercial organisations worldwide, delivering market-leading scientific technology and expertise. Innovation is at the heart of our business—driving our growth and fueling our mission to accelerate the breakthroughs that will shape a brighter, more sustainable future.

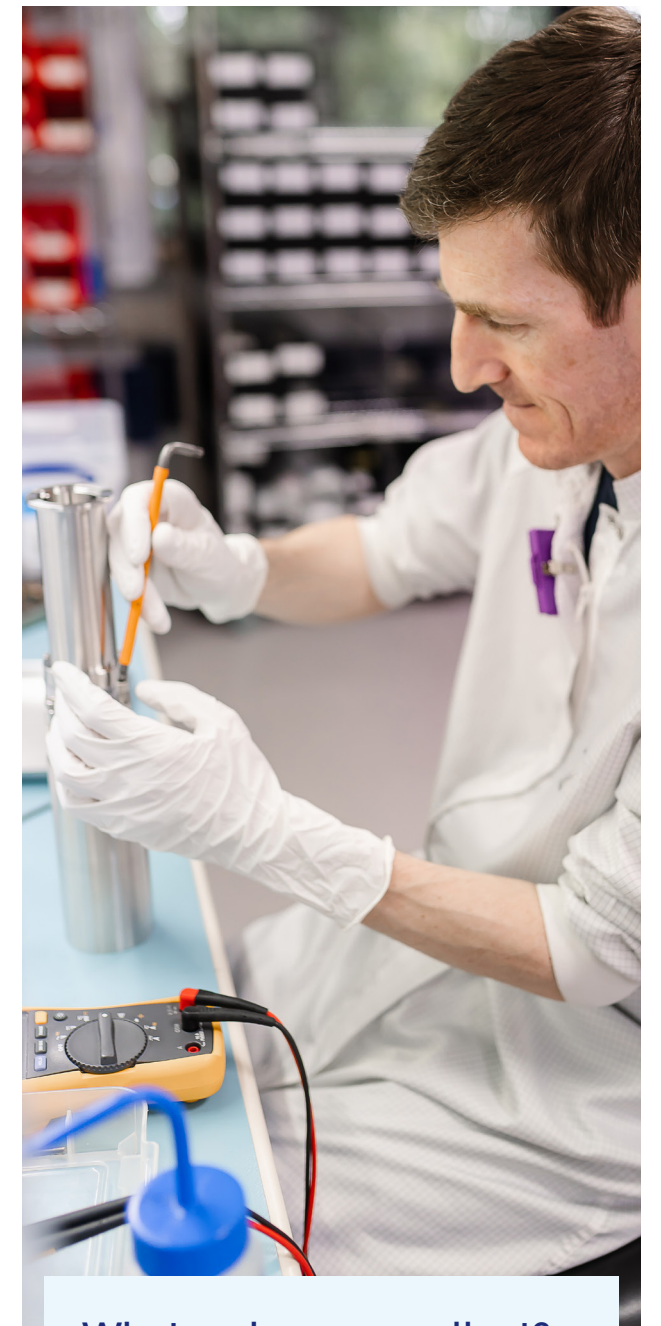
With a heritage dating back to 1959, we have consistently remained at the forefront of cutting-edge technology, meeting the ever-evolving needs of the global scientific and advanced industrial communities. Our talented team of professionals brings together deep technical knowledge and industry insight, enabling us to provide customised solutions that enhance productivity, efficiency, and long-term success.

From Nobel Prize-winning research to world-leading commercial enterprises, our technology is transforming the boundaries of what's possible. We serve a broad spectrum of industries—including Quantum Computing, Semiconductors, Life Sciences, and Advanced Materials—empowering our customers to make discoveries and deliver innovations that change the world.

At Oxford Instruments, we go beyond delivering exceptional products. We provide a full suite of innovative services and support to ensure the optimal performance and longevity of your scientific systems. Our expert Service Engineers work to maximise uptime, while our application and process specialists collaborate with you to fine-tune your workflows and guarantee consistent, high-quality outputs.

We are here to ensure your current production runs seamlessly and reliably, while supporting the rapid development and successful launch of your future technologies.

Our commitment is clear: to deliver innovative solutions and exceptional service that help our customers stay ahead in a fast-moving scientific landscape. We are dedicated to exceeding expectations, building lasting partnerships, and driving your continued success.



What makes us excellent?

Our global footprint

We have a large network of strategically positioned regional support hubs, allowing us to deliver best-in-class response times.

Our people

Our highly qualified, industry leading certified service engineers are here to provide the highest level of system expertise to give you the peace of mind you deserve.

Enabling a smooth start

With you every step of the way to successful installation and qualification be it your first image or wafer.



Extensive training and accreditation



Site readiness



Instrumentation readiness



Installation and operational qualification



Installation, commissioning, acceptance



Up and running

Whatever your requirements, we are here to get your investment up and running and operational as smoothly and efficiently as possible with our installation and start up services using our global network of installation and service engineers.

Ensuring lifetime success

With you every step of the way to maximise your uptime and manage your equipment lifecycle through our comprehensive range of service plans, on demand training, and upgrades securing performance continuity.



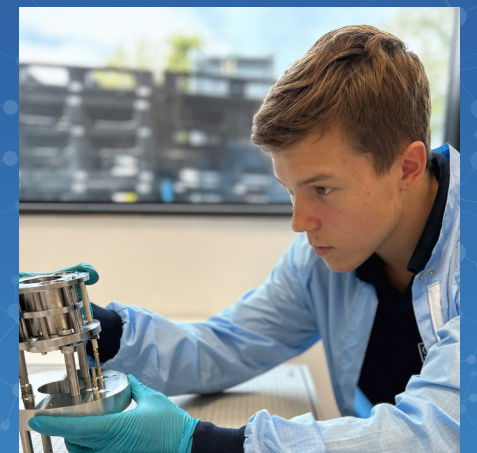
On-site support options



Tiered service plans



Process and applications support



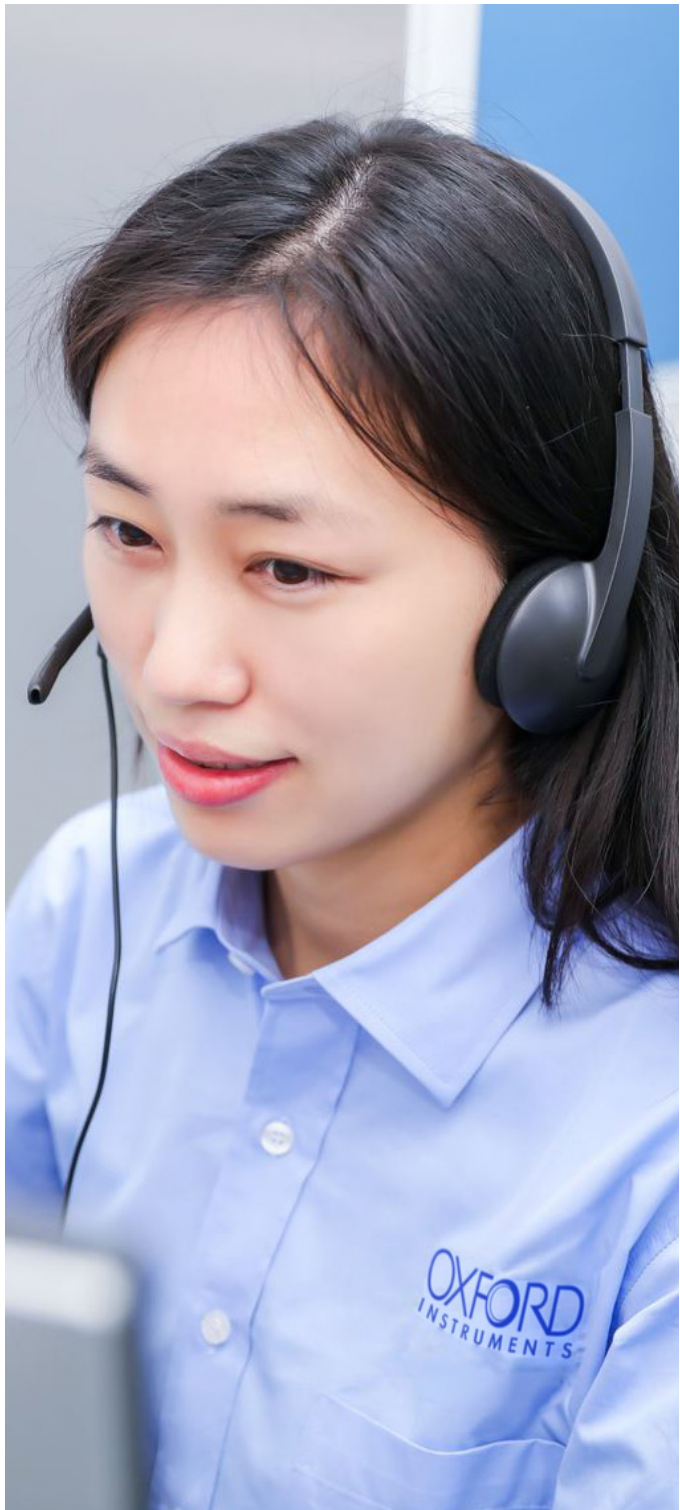
Diagnostics and monitoring



Hardware and software upgrades



Our service offerings are designed to help you keep your instruments running optimally, maximise productivity, and extend the lifespan of your equipment.



Service plans

We provide flexible service plans designed to suit different operational needs and budgets, delivering reliable coverage throughout the system lifecycle.

Our **on-site service plans** include an annual visit from expert engineers to maintain, calibrate, and validate your system, ensuring consistent performance and dependable results.

All packages include **remote technical support**, using advanced tools such as TeamViewer and LiveAssist* to enable fast, efficient fault diagnosis and resolution wherever you are.

When issues require in-person assistance, **on-site call-out options** provide advanced diagnostics and hardware support, with response levels tailored to your operational requirements and budget

Plans also include **discounted parts and consumables**, helping to control ongoing costs while maintaining optimal system performance.

Selected plans go further, offering **software, applications support, and training**, giving customers access to specialist expertise and essential training courses to maximise system capability and results.

*Internet connection required.



Gold provides our highest level of protection for your investment. OI will look after your instrument and train your team. Gold is our most comprehensive service plan, designed for customers who require rapid support with our fastest response times from engineers remotely and on-site. Our Customer Advantage Benefits help customers get additional value from their instrument investment.



Silver provides strong all round service protection for customers who want dependable support, parts cover, and predictable service costs without the full premium package. It is well suited to customers that value reliable uptime and repair cover with a balanced investment.

On-site support

Our **on-site support** ensures you have expert assistance right at your doorstep. Our skilled engineers work with you to **address technical issues, perform preventative maintenance, and optimise your equipment for peak performance**. With fast response times and tailored solutions, we help minimise downtime and keep your operations running smoothly.

	● Gold	● Silver	● Bronze+	● Bronze
Preventative maintenance	1 annual maintenance	1 annual maintenance	1 annual maintenance	1 annual maintenance
Technical support	∞	∞	∞	∞
Response time	4 working hours	8 working hours	16 working hours	16 working hours
On-site call outs				
Labour, travel and expenses	∞	∞	∞	10% discount
Travel and expenses	✓	✓	1 visit included	-
On-site labour response time**	2 working days	7 working days	15 working days	15 working days
Parts				
Replacement parts	✓	✓	10% discount	10% discount
Depot repair parts and labour	✓	✓	10% discount	10% discount
Repairs for accidental damage/improper use	1	0	0	0
PC coverage	✓	-	-	-
Process & application support				
Process and application support hours – remote*	12 hours	-	-	-
Response time	8 standard working hours	-	-	-
Customer advantage benefits				
Software trial licenses	✓	✓	✓	✓
OI Academy training course credits	2	0	0	0
Training courses	20% discount	10% discount	-	-
Consumables	20% discount	10% discount	-	-

*Instrument will need an internet connection for remote connection through TeamViewer.

**Response time may vary in region.

Why is a preventative maintenance visit important for me and my instrument....?

Our preventative maintenance visit ensures your instrument continues to operate at optimal performance. By proactively identifying emerging faults, it reduces the risk of unexpected breakdowns and maximises your uptime. This gives you higher productivity and experimental throughput. Routine performance checks and calibration help maintain accuracy, sensitivity, and measurement stability. The regular maintenance will extend your instruments lifetime and protect your investment.

Overall, our Preventative Maintenance visit delivers confidence, reliability, and long-term value from your scientific instrument.

Oxford Instruments: The complete package

In addition to our service plans, we have **many other solutions and resources at your fingertips**, helping you get the most from your investment today, and preparing you for tomorrow.

Training

To help you we have a range of free and paid-for training options to **help up-skill your lab**, available in-person, online and hybrid formats.

Consultative support

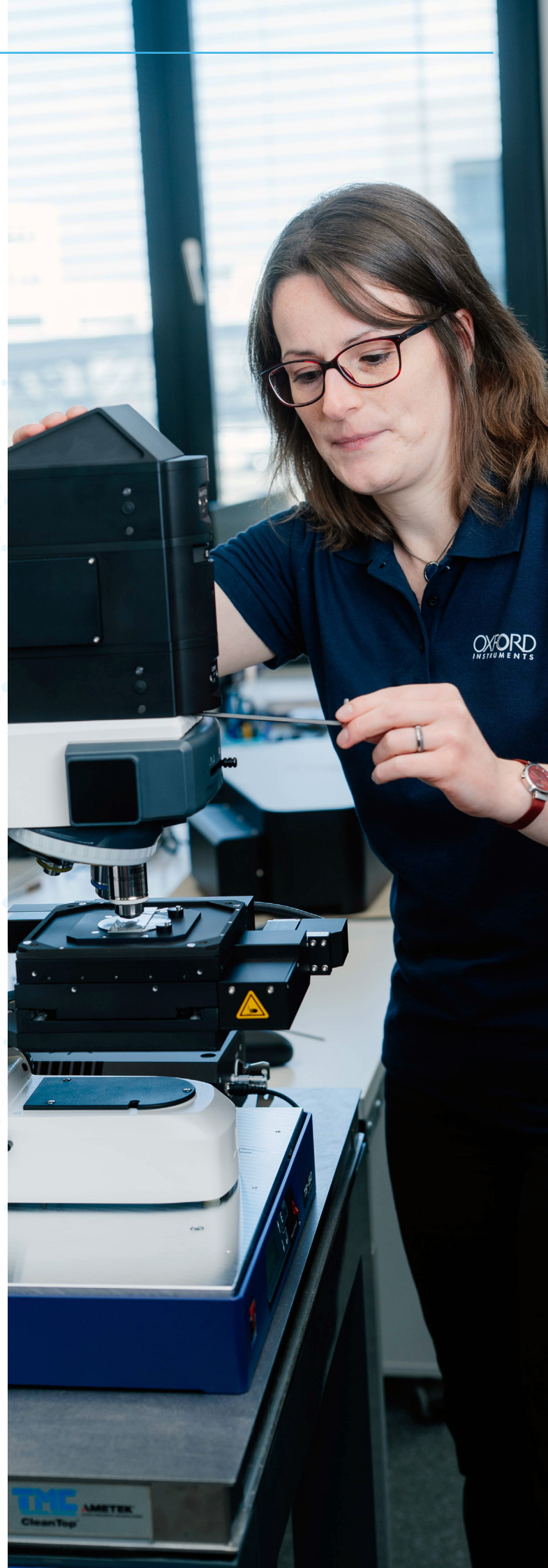
Our team of experienced applications specialists are **trusted advisors to our customers, knowledgeable, responsive and reliable**. With their unique blend of deep science and product know-how, they can help guide you through some of the challenges you face.

Upgrades

Our products are designed from the ground up, to future proof the ability to deliver product improvements, feature enhancement's and unlock new potential for an enhanced experience.

Spares

Our excellent rated eStore is a simple and easy-to-use platform that offers a wide range of spare parts and consumables for our range of systems, plus all of your general lab consumables.



New to the Oxford Instruments eStore?

Register free and get **10%** off your first order

A curated range of high-quality microscopy spares, consumables, upgrades, training, and digital offerings across multiple technologies, delivered globally.

- Quickly find the best probes, accessory, or tool by Mode, Application, or Specification for your AFM
- Streamlined & simplified ordering process
- Fast Delivery: Guaranteed shipment for in-stock order placed before 12pm

Use the code: **WELCOME10**
for 10% off your first order.

*Offer valid exclusively for first-time purchases on newly registered MyOI accounts. Maximum discount value £150 (or equivalent depending on region). Terms & conditions apply.



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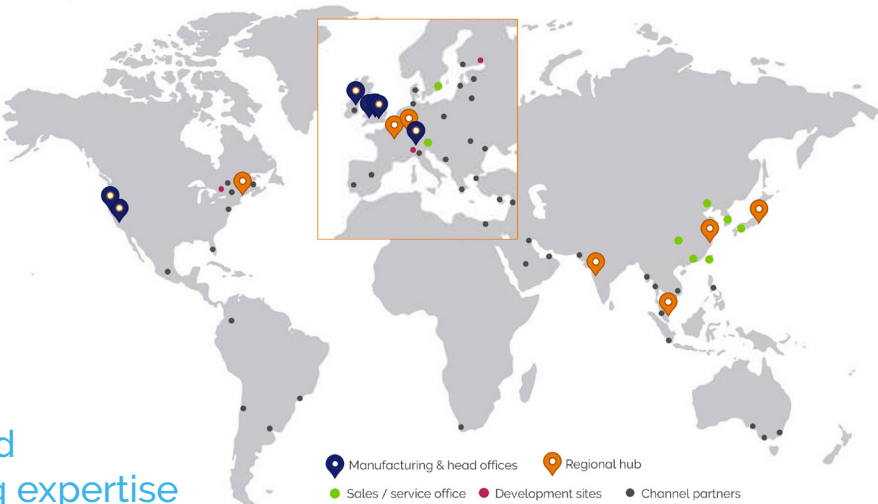


China eStore

Advancing your capabilities

With you every step of the way to support you as your ambitions and requirements expand with our very latest features & functionality, software advancements, performance & optimisation services.

Access to our global unrivaled scientific and industry leading expertise



Services customer charter

We are dedicated to ensuring you have an exceptional experience every time you work with us. Our commitment to your success is built on clear communication, unmatched expertise, and a relentless drive to exceed your expectations.

Our promise to you

- Our services will help you get the **best value from your investment** and the outcomes you are looking for.
- We deliver a **seamless service experience** through progressive use of smart innovative technology.
- You will have access to our **global knowledge and expertise** wherever you are, when you want and how you want.
- We are committed to **delivering on our promises**.
- We are committed to supporting you through the **full product lifecycle** of your investment in our solutions.
- We will **communicate clearly and with integrity** and will keep you updated during your journey.

Inclusive	Trusted	Innovative	Purposeful
Service plans	Finance options	Subscription services	Managed services
Installation & relocation	Application support	Training	Remote support
Online diagnostics	On-site support	Data analytics & insights	Consultancy
Upgrades	Software	Customer portal	eStore

Contact us

Please get in touch to find out how we can give you peace of mind while helping you reach your goals quicker.

Website

www.oxinst.com/service-support/

Social media

Search for Oxford Instruments on LinkedIn, Facebook and X.



Global services and support



Note

Oxford Instruments reserves the right to alter without notice the specification, design or conditions of supply of any product or service. Original document in English

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OXFORD
INSTRUMENTS

AMERICA

Concord, MA

Tel: 1-800-447-4717

Email: ccc.oia@oxinst.com

EMEA

Wiesbaden, Germany

Tel: +49 6122 9370

Email: support.europe@oxinst.com

KAST

Singapore

Tel: +65 6337 6848

Email: support.asia@oxinst.com

JAPAN

Tokyo

Tel: +81 6744 4701

Email: support.japan@oxinst.com

CHINA

Beijing

Tel: +86 400 678 0609

Email: support.china@oxinst.com