

Vendor Service support and service contracts

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A quick survey using ukmrm maillist

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Three Questions asked:

Question 1: Do you have any service contract with a vendor?

Question 2: If you do, which services are normally included in your contract?

Question 3: If you don't, have you used the on demand service from a vendor in the past twelve months?

Survey Result: Question 1

Do you have any service contract with a vendor?

- 19 replies
- 5 Jeol users all have service contracts
- 16 Bruker users: 2 have service contracts, 14 have no service contracts.

Survey Result: Question 2

If you do, which services are normally included in your contract?

5 Jeol users

- 1 has comprehensive: all call-outs, annual PM, parts and labour
- 4 have budget service contracts: 5 visits per year per instrument, include annual PMs, 15 % off parts (visits can be shared between instruments, e.g. 5+5/6+4).

2 Bruker Users

- 1 has a helium fill contract
- 1 has two types of contracts:
 - LabScape Select service contract, including software/firmware updates, PM, priority response and all breakdowns
 - LabScape Comprehensive service contract

Survey Result: Question 3

If you don't have a contract, have you used the on demand service from a vendor in the past twelve months?

14 Bruker Users

- 9 replied yes and more!
- Issues:
 - “on demand queue time”
 - “less responsive to user needs than in the past”
 - “probe disappeared into the usual black hole”
 - “at the factory, (cost) was revised up (from initial quote) and up again after the work”
 - “Sample changer hasn't turned up after ½ year yet”
- Cryoprobes are all serviced by Bruker annually
 - “we ask the vendor to include in instrumentation quotes funds set aside for servicing in a pre-paid account”
- “ we bought 5 years of warranty, as well as 5is years of helium fills”



Survey Summary

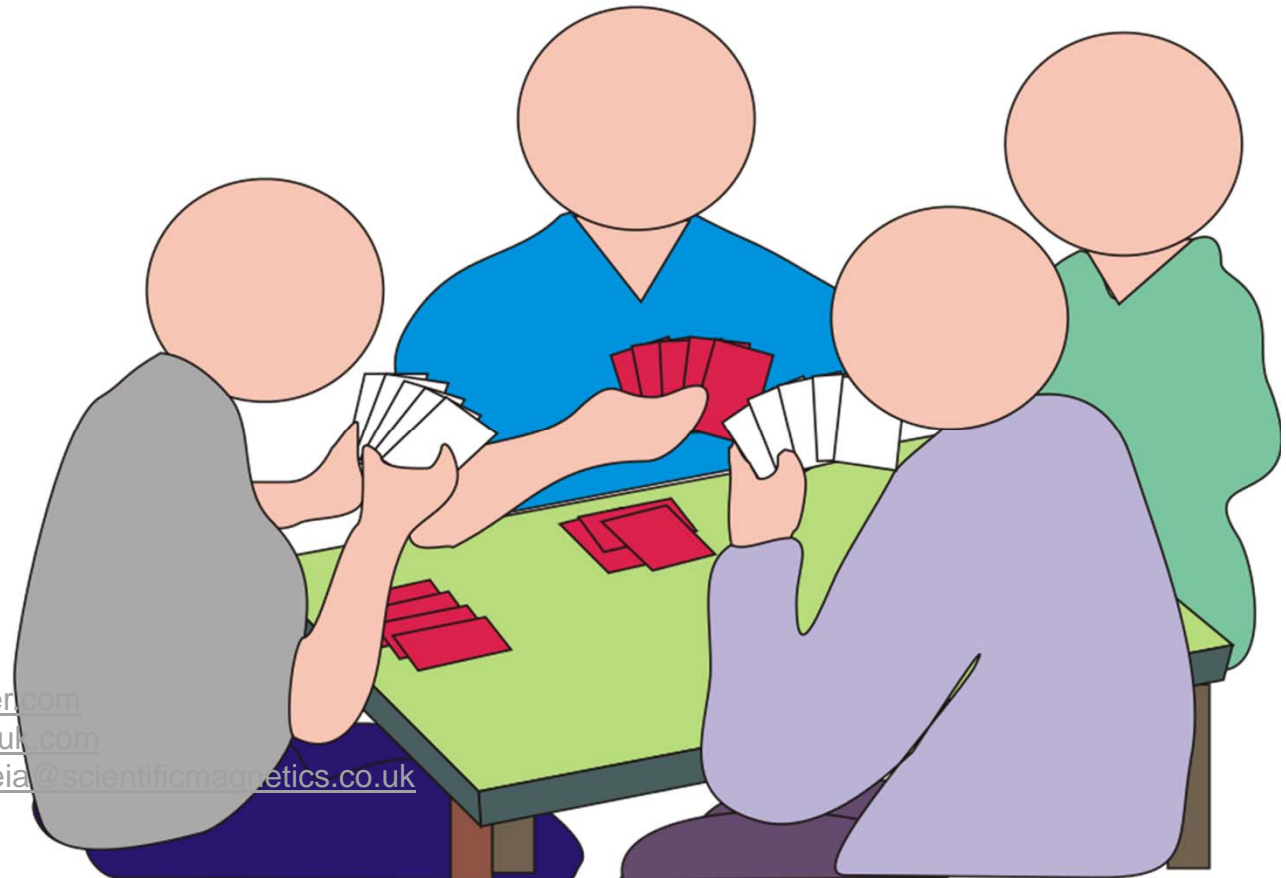
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- Short and incomplete survey
- Give us some ideas about current picture of NMR facility maintenance
- Future survey to provide more details?

Who are the players?

NMR instrument maintenance providers:

- Bruker
- Jeol
- MR Resources Europe
- ?



Information sources:

Bruker: Lewis, Emyr Emyr.Lewis@bruker.com

Jeol: Adolfo Botana Adolfo.Botana@jeoluk.com

MR Resources: Clint Gouveia clintgouveia@scientificmagnetics.co.uk

Bruker Service & Life Cycle Support LabScape

1. Maintenance Agreement

- No agreement
- Connect
- Essential
- Comprehensive
- Select

2. On-site, On-demand

- Relocate, Evolve, Maintenance, Repair



Bruker LabScape: No Agreement

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1. Free Telephone support for simple cases



Bruker LabScape: Connect

1. Free Telephone support for simple cases
2. Remote desktop support (1st hour per case free)
3. Magnet recovery from loss of field (quench recovery)
4. Priority Response (< 3 days on-site)
5. Software updates (installation included)
6. Firmware updates (installation included)
7. Computer replacement (installation included)
8. Remote monitoring

Bruker LabScape: Essential

1. Free Telephone support for simple cases
2. Remote desktop support (1st hour per case free)
3. Magnet recovery from loss of field (quench recovery)
4. Priority Response (< 3 days on-site)
5. Software updates (installation included)
6. Firmware updates (installation included)
7. Computer replacement (installation included)
8. Remote monitoring
9. Helium Refill (helium and labour included)
10. Planned Maintenance as recommended by Bruker
11. Wear and Tear parts included
12. Operation Qualification
13. Remote desktop support (2nd Hour per case free)

Bruker LabScape: Comprehensive

1. Free Telephone support for simple cases
2. Remote desktop support (1st hour per case free)
3. Magnet recovery from loss of field (quench recovery)
4. **Premium Priority Response (next day on-site)**
5. Software updates (installation included)
6. Firmware updates (installation included)
7. Computer replacement (installation included)
8. Remote monitoring
9. Helium Refill (helium and labour included)
10. Planned Maintenance as recommended by Bruker
11. Wear and Tear parts included
12. Operation Qualification
13. Remote desktop support (2nd Hour per case free)
14. **All repairs, labour and parts included**
15. Remote desktop support (unlimited)
16. **Catastrophic Failure Magnet Replacement**

Bruker LabScape: Select

1. Free Telephone support for simple cases
2. Remote desktop support (1st hour per case free)
3. Magnet recovery from loss of field (quench recovery)
4. Priority Response (< 3 days on-site)
5. Software updates (installation included)
6. Firmware updates (installation included)
7. Computer replacement (installation included)
8. Remote monitoring
9. Helium Refill (helium and labour included)
10. Planned Maintenance as recommended by Bruker
11. Wear and Tear parts included
12. Operation Qualification
13. Remote desktop support (2nd Hour per case free)
14. All repairs, labour and parts included
15. Remote desktop support (unlimited)
16. Catastrophic Failure Magnet Replacement

“Everything offered with LabScape Comprehensive can be chosen individually**”

“**Some combination limitations may apply”

LabScape Service Agreements Overview

	No agreement	Connect	LabScape	
			Essential	Comprehensive
Free Telephone support for simple cases	✓	✓	✓	✓
Remote desktop support (1 st Hour per case free)		✓	✓	✓
Magnet recovery from loss of field (quench recovery)		✓	✓	✓
Remote monitoring		✓	✓	✓
Computer replacement (Installation included)		✓	✓	✓
Software Updates (Installation included)		✓	✓	✓
Firmware Updates (Installation included)		✓	✓	✓
Priority Response (< 3 days on-site after receipt of order)		✓	✓	✓
Planned Maintenance as recommended by Bruker			✓	✓
Operation Qualification			✓	✓
Helium Refill (Helium and labour included)			✓	✓
Wear and Tear parts included			✓	✓
Remote desktop support (2 nd Hour per case free)			✓	✓
Enhanced Priority Response (< 2 days on-site after receipt of order)			✓	✓
All repairs, labour and parts included				✓
Remote desktop support (unlimited)				✓
Lifetime guarantee on magnet				✓
No unexpected expenses and no further paperwork				✓
Option for permanent On-site Loaner Probes or Coils				✓
Premium Priority on-site response (next day on-site)				✓

availability depending on system configuration, system design or geographical availability

Jeol Service Contracts

- Flexibility to suit all support and budget requirements
- Labour only contracts
- Labour and parts contracts
- Lifetime warranty contracts
- Labour, parts and consumables contracts
- Multiple instruments contracts
- Rolling instruments contracts
- Operator training included if required
- Parts discount for contract customers

JEOL (UK) Support Level	NO CONTRACT	STANDARD	PREMIER	LIFETIME WARRANTY	ELITE
Telephone support	■	■	■	■	■
Routine planned maintenance		■	■	■	■
Unlimited labour		■	■	■	■
Unlimited spare parts			■	■	■
Parts (consumables)					■

Jeol No service contracts

- Dedicated lines for call logging
- Unique call number for point of reference
- Call escalation priorities
- Lifetime engineering telephone/email support
- Lifetime applications telephone/email support
- Use of Jeol demo systems as required

Jeol Engineering support operation



- 20 field engineers to cover the UK & Ireland
- Based in the UK and Ireland
- With a further 80 as backup in Europe
- Direct lines into factory design groups
- Factory trained, with ongoing training programmes in place; 'lifetime learning' is our motto
- Total engineering experience within JEOL (UK) >330 years
- Average length of service 16 years

MR Resources Europe

- Service contracts on all Varian, Agilent and Bruker NMR spectrometers
- On demand service and spares for the above listed NMR systems
- Quench Recovery and Helium refill service for superconducting magnets
- Relocation of complete NMR systems
- Sale of fully warranted refurbished NMR systems

Summary of available NMR maintenance services

- Contracts could be complicated
- Shop around might help to find the best solution for your lab
- Experienced labs might provide useful advice



What would NMR users like?

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- Affordability

What would NMR users like?

- Value for money

“My view is that for the five instruments I look after, we typically might have to fork out for one or two expensive (say £6K) repairs each year. Far less than the service contracts would be.”

“we try and do everything in house if we can because then we can spend any money we might have on new equipment”

What would NMR users like?

- Flexibility

“One thing I would like is to outsource helium fills”

“In France, Bruker has a maintenance contract where you pay for so many days of labour that you can use as you wish when there is a breakdown, if those are not used at the end of the year, you get PM instead.”

What about Quench Recovery!

In the replies in my survey:

Jeol users:

No quench recovery included in the service contracts

Bruker users

Only one site has quench recovery

“ We didn’t choose quench recovery, because outside of the first few months, it is very unlikely to occur and if it did occur we would probably contact a helium supplier directly rather than going through Bruker. Bruker would presumably charge us to bring the magnet back to field.”

An interesting case

“Our Bruker 500 is 15 years old and was never had a service contract. As a result it is not working well, has not been properly serviced for a long time.”

It was purchased between Biology and Chemistry and it seems as if they wanted to get all the bells and whistles: high res., MAS and imaging probes, but nothing left in the budget for servicing. Once in place, the two departments would not agree on who would pay for servicing and indeed it seems that trying to agree on a one off service visit was a rare thing.

Solutions?

Lessons learned?