

PREPAID SERVICE PLAN

What is it?

This program allows customers to get a prepaid contract with a set number of block hours that can be used as payment towards labor and travel when requesting service. This applies to both on-site and in-house service, and is inclusive of all service types such as repairs, preventative maintenance, calibration, training etc. The hours will be at a discounted rate as compared to our regular service rates. The discount will be based on the number of hours purchased; the more hours that are purchased, the greater the discount.

This program differs from a regular service contract for an individual piece of equipment in your lab in that it applies to ALL equipment purchased from ATS Scientific Inc. and is considerably less expensive when compared to individual contracts added up.

The program offers discounted rates, peace of mind, flexibility and the best part is that it is applicable to ALL subsidiaries under ATS Scientific Inc., including products sold by Folio Instruments.

How does it help you?

It reduces the unexpected cost of repairs and helps to allocate a set amount annually for maintaining your lab equipment. The discounted rate that we offer is locked-in for the duration of the contract, which minimizes surprises.



What happens to the unused funds/hours?

When it is time for renewal, the choice is yours! The unused funds/hours at the end of the contract would either get carried over during renewal (if renewed at same level) or can be used towards purchase of a new instrument/accessories from either ATS Scientific Inc. or Folio Instruments.

What happens if you run out of funds/hours?

We will simply quote and bill at our regular service rates.

What is not included in the program?

Any consumables or repair parts are not included in the program. They will be billed for separately.

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