



Support & services

Unleash the full potential of your solution



Maximized uptime. Consistently accurate data. Actionable insights. Peace of mind.

Maximize your instruments' results

For the best analytical results, you need the best instrument performance. Whether you measure hundreds of samples per day or only a few, it's essential that you have access to high-quality, reliable data when you need it. That means maximizing your instrument's uptime, mitigating avoidable issues through preventive maintenance, and ensuring your people have a deep understanding of how to work with your instruments. Of course, all this also needs to fit within a viable total cost of ownership! That's where we can help.

Unlock actionable insights

When you buy a Malvern Panalytical instrument, you gain access to the world-class expertise, training, and support services that will take your analytical journey to the next level. Alongside industry-leading instruments, we provide support to help you advance your application, get the most out of your analysis, and streamline your operations.

Technical support services (p. 5)

We're here to keep your systems running at peak performance. Our range of services includes onboarding and installation, scheduled preventive maintenance and performance verification, and corrective maintenance – from remote support and questions to on-site breakdown resolution. Your support experience is managed through **My Customer Support Portal (p. 14)** and includes access to **My Malvern Panalytical Store (p. 14)** for consumables and parts. We'll also keep you up to date and future ready with **hardware and software upgrades**.

Our **Service Agreements (p. 8)** mix and match these services in proportion to your needs, ensuring maximum uptime, optimized performance, and consistently accurate data. If you choose to include **Smart Manager (p. 10)**, our secure telemetry service provides regular background health checks on your instruments, so that if anything goes wrong, we're ready with the support you need.

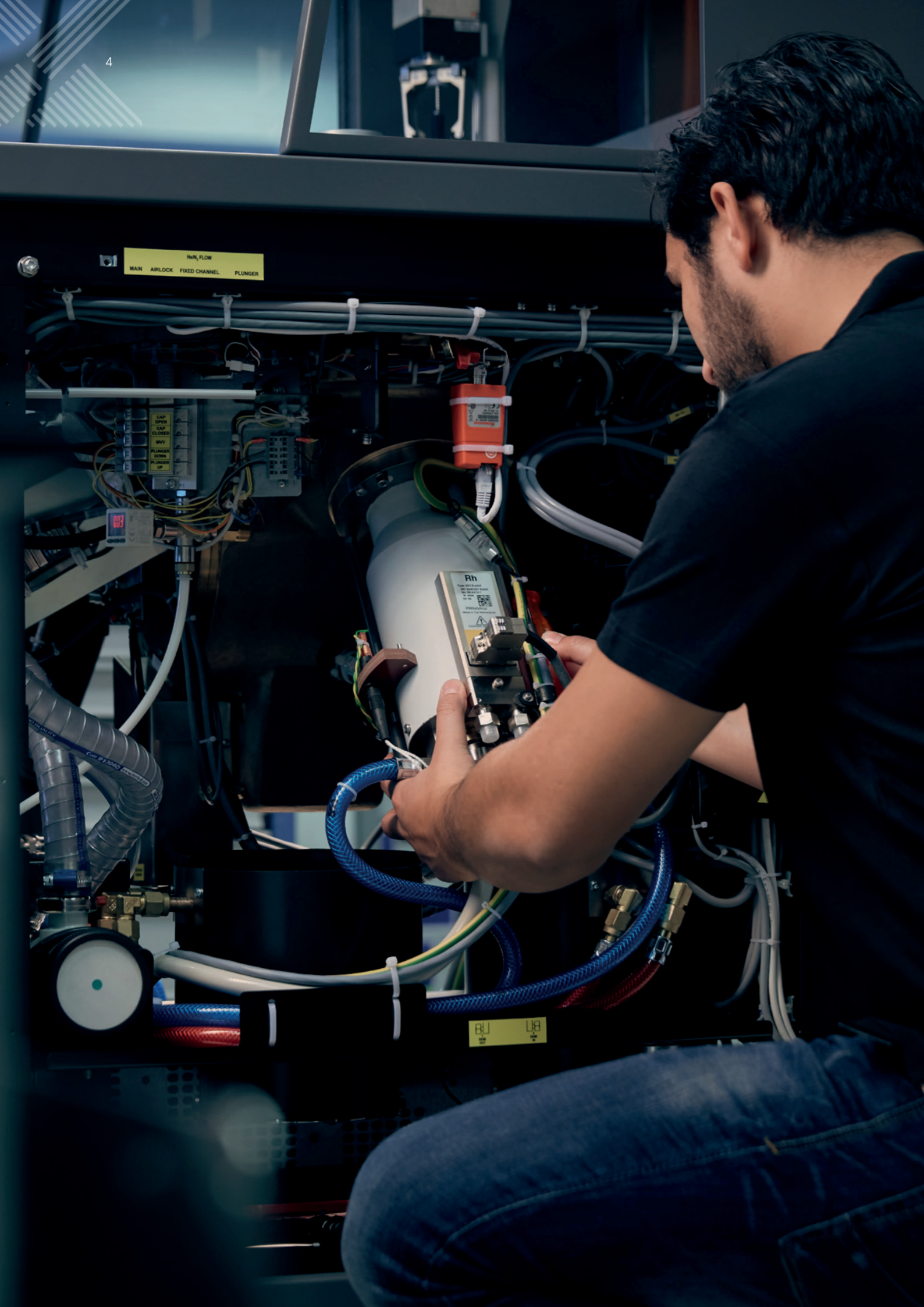
Training and application expertise services (p. 12)

At Malvern Panalytical, we're passionate about sharing our expertise with the wider scientific community. When you buy one of our analytical instruments, you also gain access to our training and application expertise support.

Our **training (p. 12)** courses can be held either in person or remotely and range from basic user training to custom application training based on your needs. You also gain access to our **Knowledge Center (p. 12)**, which hosts a full library of webinars, whitepapers, application notes, user manuals, and more.

We also offer **analytical and consultancy services (p. 13)** that include expert analysis and testing.





Technical support services

Keep your analysis and system running at peak performance and maximized uptime

Maintaining peak performance

In analytical science, precision and performance are essential. Whether you're researching a groundbreaking innovation or carrying out high-throughput quality control in a production facility, we know that performance is everything – and you don't have time for downtime.

At Malvern Panalytical, our suite of technical support services is designed to ensure that your instruments stay at peak performance for as long as possible – and evolve along with your needs, technological advancements, and regulatory landscapes.

Always here to support you

With live chat, phone, and email support services, we ensure that expert assistance is always within reach. Our teams are ready to address hardware and software queries – from routine questions and “what does this button do?” queries to breakdown response and on-site support visits. Our remote support teams are equipped to diagnose and resolve issues swiftly, minimizing downtime and maximizing your operational efficiency.

Preventive and corrective maintenance

Our preventive maintenance service is a proactive approach to mitigate potential issues before they arise, ensuring that your instruments are always optimized for peak performance and maximized uptime. Forming a core part of our **Service Agreements** (p. 8), preventive maintenance is an essential tool in your kit to maintain maximum instrument availability, data quality, and analytical accuracy.

But unforeseen challenges do occur, which is why our corrective maintenance – available both on site and remote – is available to ensure swift resolution to any problem. Our global teams of experts are dedicated to restoring and enhancing instrument functionality, with an average 10 years' experience of our technology.

Setting up for success

Our support journey with you starts with our expert engineers supporting you on site, or, if you'd like to set up the instrument yourself, with our smart install guide. Either way, you'll get a complimentary comprehensive warranty and training program, as well as access to our support portals or compliance services so you can drive your routine operations as efficiently as possible. We'll make sure everything is set up for success, so you can get straight to work on your important analyses.

Driving your routine operations with ease

We're committed to upholding the gold standard of analytical precision across your systems. This includes supporting you with **hardware and software updates** – whether to keep your systems aligned with your growing needs, or simply to stay up to date and future ready.

Scan the QR code to discover our product support, including software downloads.



malvernpanalytical.com/product-support

Our service includes providing **consumables and parts** through **My Malvern Panalytical Store** (p. 14), which makes it easy to ensure you never run out of the essentials.

The store is also integrated with our **Customer Support Portal** (p. 14) for seamless access to all your instrument details, including their full service history.

Curious to learn about innovative application possibilities, or looking for your instrument's user manual? Our **Knowledge Center** (p. 12) is a treasure trove of **webinars, whitepapers, application notes, manuals**, and knowledge articles that expand the boundaries of what's possible – and help you get even better analytical results.

Supporting your compliance needs

We have many years' experience of qualifying instruments and developing software used in regulatory environments. Services include:

- Installation qualification (IQ) and operational qualification (OQ) services
- Supplying standards for performance qualification (PQ)
- Supplying test scripts to validate 21 CFR Part 11 and data integrity features on your system
- Supplying feature-rich software that can be used as part of a 21 CFR Part 11 or data integrity-compliant solution
- Consultancy on your custom validation needs, advice on GMP/ICH Q7 pharmaceutical qualifications, and support with other compliance requirements
- Providing the software and system verification tools required to streamline how you validate and audit the operation of your systems: OmniTrust is Malvern Panalytical's instrument-agnostic solution for regulatory compliance and data integrity – optimizing your teams' and processes' efficiency and compliance.

These solutions streamline regulatory compliance management, offering a seamless onboarding and management experience for navigating, monitoring, and reporting around regulatory requirements.

Discover streamlined compliance you can trust.



malvernpanalytical.com/compliance



Service Agreements

Enjoy easier operations and greater peace of mind

Comprehensive support tailored to you

Malvern Panalytical instruments are built for long-lasting performance. But like all advanced technology, they need maintenance and care to ensure their consistently excellent performance. Our customized Service Agreements build a proactive support approach into your schedule and your budget, turning potential challenges into peace of mind.

Proactive maintenance minimizes downtime and maximizes data quality

Our Service Agreements are built on a foundation of preventive maintenance, where you choose the level of service you need. We anticipate and address potential issues before they occur, avoiding unexpected breakdowns and ensuring consistently accurate data.

Preventive maintenance is the starting point, but there's much more in our Service Agreements. If downtime is business critical for you, opt for priority support so that, in the event of a breakdown, you'll benefit from faster **priority response and resolution times**. What's more, you can streamline (or even avoid) unpleasant admin time and repair budget surprises by including **on-site repair visits and spare parts** – and maximize uptime with our **regular, proactive, instrument health checks**.

4-Star: Full Service Unlimited

Maximum uptime, availability, and reliability are business critical for you. You need to be able to rely on our highest level of maintenance and support while minimizing admin time and costs. For complete peace of mind, any issues you have will be our top priority thanks to our pre-agreed premium support response times, regular proactive health checks, and unlimited visits to your site. Spare parts and repairs are included.

2-Star: Maintenance Plus Repair

You want to enhance your productivity by maximizing the lifetime and performance of your instruments through maintenance and a faster response from our expert technical support team. To minimize interruptions to your workflow, a repair visit to your site is included, and parts are discounted.

No more:

- Risk of downtime
- Waiting periods
- Unexpected costs
- Endless PO admin
- Ruined samples
- Performance decay

Instead, gain:

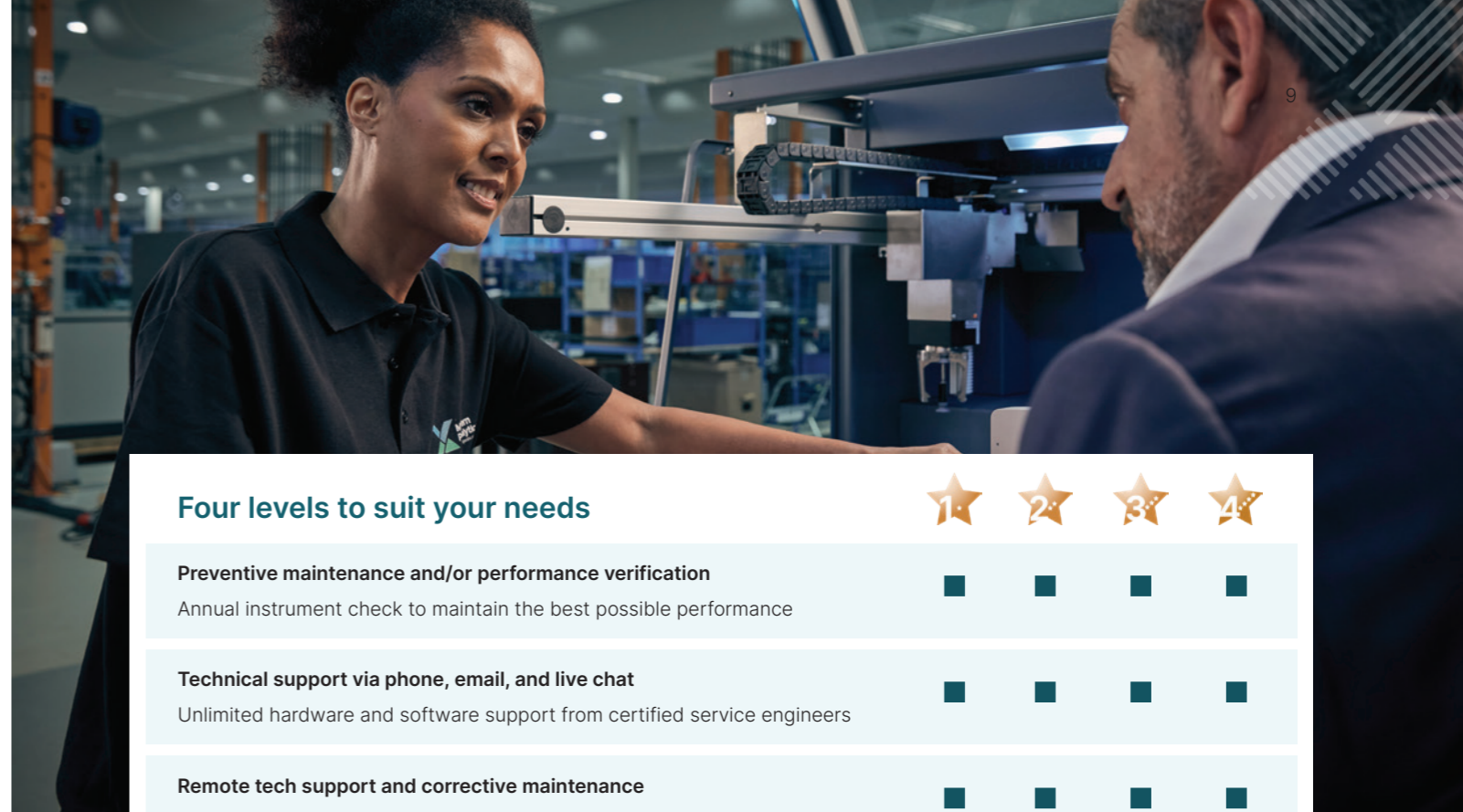
- Maximum uptime
- Rapid, expert support
- Consistent data and peak instrument performance
- Minimum admin
- Budget control
- Peace of mind

3-Star: Full Service Plus

High instrument use and a demanding environment make uptime and availability very important to you. So, you need priority support from our team and repair visits to your site as often as needed – either to maintain your more complex setup or high-throughput environment, or to manage your budget more easily. Spare parts are also included at a higher discount.

1-Star: Maintenance Plus

You understand the importance of preventive maintenance to maximize the lifetime and performance of your instruments. You can rely on our experienced technical support should issues arise, and you'll pay less for repairs and spare parts.

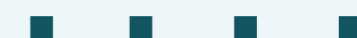


Four levels to suit your needs



Preventive maintenance and/or performance verification

Annual instrument check to maintain the best possible performance



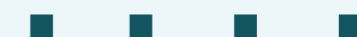
Technical support via phone, email, and live chat

Unlimited hardware and software support from certified service engineers



Remote tech support and corrective maintenance

The fastest and most convenient support from certified service engineers



Response times on site

Guaranteed response times available as an option, up to 24/7 coverage



On-site corrective maintenance

Certified engineers on site for repairs when you need them



Spare-parts coverage for corrective maintenance

Discounted spare parts for easy admin and budgeting



Optional extras to elevate your experience

Smart Manager

Our engineers carry out a daily health check for your instruments in the background, taking proactive steps if required and alerting you if problems are found.

OPTIONAL

Operational qualification (OQ)

We carefully validate and document your instruments' performance to help you maintain your regulatory compliance.

OPTIONAL

Certification

OPTIONAL

Customized training

Equip your team with expert knowledge and skills for optimal instrument operation and accurate data analysis.

OPTIONAL

Consultancy services

Access tailored advice and insights from our instrument and application experts, enhancing your analytical capabilities for good.

OPTIONAL

Note: The exact details of our Service Agreement recommendation are determined by a variety of customer-specific factors, such as product type, product configuration, or location. While we're harmonizing and enhancing our agreements across our full portfolio, please contact us for a customized proposal that meets your needs, as well as location and product recommendations.

Smart Manager

Benefit from continuous system monitoring and behind-the-scenes support

Proactive support for peace of mind

The applications for our instruments are as unique as our customers – but there's one thing they have in common: reliability is key. With Smart Manager, we deliver a proactive approach to instrument support, minimizing downtime and capturing performance decay.

Real-time solutions

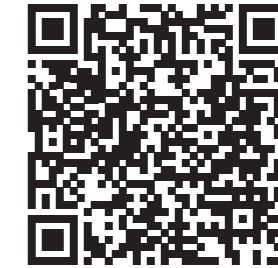
Smart Manager is a background service that performs a regular 'health check' on your instrument, reporting any problems to our engineers at the Tech Support Center so you don't have to think about it. Our Tech Support teams are equipped to provide immediate assistance, utilizing this real-time status information to diagnose and address issues. If something requires your attention, we'll let you know. You'll get a quarterly report of any actions taken to balance insight with peace of mind.

The only data sent to us is the performance and status information of your instrument. We can't see your analytical results – so, if you need help with those, please give us a call!

Your Service Agreement made smarter

Not only is Smart Manager a perfect fit with our other Service Agreement features, but it also makes them better! Regular maintenance can catch or prevent issues before they arise at the time of inspection, but Smart Manager works in real time to detect the earliest anomalies or problems. If downtime is business critical in your operations, it's time to take the smart approach.

Scan the QR code to explore Smart Manager now.



malvernpanalytical.com/smartmanager





Training and application expertise services

Advance your analysis – because science moves faster when we share what we know

Empowerment through knowledge

Science is constantly evolving – and, as humans, our quest for knowledge is unending. At Malvern Panalytical, we believe that sharing our knowledge is not only a key way for us to bring value to our customers, but also an important part of our contribution to the scientific community as a whole.

Training that empowers you

Whether you have a new or changing application need or a whole new team to onboard, our training courses can be tailored to every user level. We offer expert insights into your hardware, software, and specific applications. Whether on site, at our competence centers, or remotely, we can create a bespoke training that will set up you and your operations for success.

- **Basic User Training:** Master the art of optimal usage and determine whether your measurements, sample preparation, and data are accurate and reliable – all while uncovering invaluable maintenance tips and tricks.
- **Customized Application Training:** A training journey personalized to your application needs, covering aspects from sample taking and method development to data and results interpretation, all under the guidance of our application scientists. From in-depth theory to best practices and the strategic deployment of application modules and solutions, make sure you're getting the most out of your measurements and instruments.



malvernpanalytical.com/training

Knowledge Center

Unlock a world of resources with free access to our comprehensive Knowledge Center. It gives you access to an extensive library of on-demand and live webinars, whitepapers, application notes, user manuals, and articles. Every resource is designed to enrich your understanding, enhance your skills, and elevate your analytical outcomes.



malvernpanalytical.com/knowledge-center

Analytical and consultancy services: Our team is your team

We're here to partner with you throughout your full analytical journey. Our consultancy services are designed to equip you with the tools, insights, and expertise you need to navigate that journey easily and efficiently.

- **Expert Analysis Services:** Engage with specialists and scientists for method development, sample preparation optimization, and certification services – for example, we can pre-calibrate your XRF, support you with your XRD data interpretation, or transfer your method from one instrument to the other. From trace and oxide analysis to screening and small-spot analysis, from particle sizing to molecular interaction – you'll gain unparalleled analytical expertise.
- **Custom certification materials:** Our specialized X-ray service creates customized calibration materials to meet your specific analytical requirements. Get consistent, repeatable, and accurate results every time with calibration materials that are as unique as your analytical needs.



malvernpanalytical.com/expertise

Scan the QR code to learn more about our expertise services.

Digital services

Effortless efficiency

Malvern Panalytical's digital support services are a core component of our commitment to enhancing your analytical experience. We're dedicated to delivering unparalleled support and helping you to keep your instruments running at peak performance. Wherever you are in the world, our world-class service is always accessible, ensuring you achieve outstanding analytical results and unlock the full potential of your analysis.

My Malvern Panalytical Store: A pit-stop on your analytical journey

MyStore puts our Malvern Panalytical parts and consumables at your fingertips. Designed to make your experience simple and efficient, the online shop is available 24/7 and enables you to generate quotes, check availability, and place orders with a few clicks. With transparent pricing and a simplified ordering process, the MyStore ensures you can easily find the resources you need to keep your systems running at peak performance.

Malvern Panalytical parts, consumables, and accessories

- Availability checks
- Self-service quote generation
- Efficient ordering process
- One login with the My Customer Support Portal that gives you a full system and service history overview

Scan the QR code to access
My Malvern Panalytical Store.



malvernstore.com

Note: The Store is currently available in selected countries and will be expanded soon.

My Customer Support Portal: Your direct support and self-service platform

The Customer Portal is a streamlined online platform designed to give you quick and easy access to support. If you need to look up your system details, service history, or ongoing support requests, the information is at your fingertips. If you need support, you can log your request 24/7 and we'll connect you with our team of experts.

- Direct access to expert support
- A clear overview of system details and service history
- Search our Knowledge Base for helpful information
- Real-time assistance via live chat (where available)

Scan the QR code to access the
My Customer Support Portal.



support.malvernpanalytical.com



Remote support

Our remote diagnostics and services are the most rapid and convenient way to have certified engineers addressing your request, in a sustainable and cost-efficient way. Malvern Panalytical uses the trusted solutions SightCall and TeamViewer. SightCall can be used with any Malvern Panalytical instrument, connecting to your mobile or laptop camera to check for issues such as mechanical operation. With TeamViewer, you can allow Malvern Panalytical service experts to connect temporarily to your PC/instrument via a secured data connection to look at any issues within a few minutes.

Smart Manager: A smarter solution

As industries around the world embrace automation, our support services are right there with them. Our **Smart Manager** solution (p. 10) sends real-time performance data from your instruments to you or our Tech Support Center in the background, so their status can be monitored and issues resolved proactively. If anything needs your attention, we'll let you know.



About Malvern Panalytical

We draw on the power of our analytical instruments and services to make the invisible visible and the impossible possible.

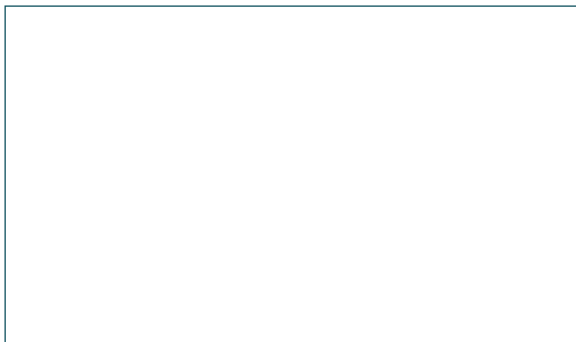
Through the chemical, physical and structural analysis of materials, our high precision analytical systems and top-notch services support our customers in creating a better world. We help them improve everything from the energies that power us and the materials we build with, to the medicines that cure us and the foods we enjoy.

We partner with many of the world's biggest companies, universities and research organizations. They value us not only for the power of our solutions, but also for the depth of our expertise, collaboration and integrity.

We are committed to Net Zero in our own operations by 2030 and in our total value chain by 2040. This is woven into the fabric of our business, and we help our employees and customers think about their part in creating a healthier, cleaner, and more productive world.

With over 2300 employees, we serve the world, and we are part of Spectris plc, the world-leading precision measurement group.

Malvern Panalytical. We're BIG on small™



Malvern Panalytical

Groveswood Road, Malvern,
Worcestershire, WR14 1XZ,
United Kingdom

Tel. +44 1684 892456
Fax. +44 1684 892789

Lelyweg 1,
7602 EA Almelo,
The Netherlands

Tel. +31 546 534 444
Fax. +31 546 534 598

www.malvernpanalytical.com