

**After you've made the connection  
with your customer, make it work  
with PEAK-Service.**

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**PEAK**  
Service

make it work

From installation to repair.

**PEAK-Service**  
*makes it work.*

**After-sale service for medical  
and analytical instrumentation.**

**PEAK**  
Service

## Who is PEAK-Service?

- PEAK-Service started in 1992 in Germany, expanded into much of the European Union, and the United States
- PEAK-Service has affiliations worldwide and can provide virtually comprehensive coverage of major international markets
- At PEAK-Service we operate on a foundation of five core principles:
  - We respect people
  - We set expectations appropriately and live up to our promises
  - We act with an entrepreneurial spirit
  - We understand that quality is the key to our success
  - We achieve satisfaction in our business
- When you work with PEAK-Service you can channel your resources into achieving other business goals, such as expansion, research and development, marketing, acquisitions, capital improvements, and other enterprise-building initiatives.

**PEAK-Service will always cooperate, never compete with your organization.**

## Why PEAK-Service?

PEAK-Service is a proven, dependable service organization for your medical and analytical instrumentation. After 15 years of broad instrumentation experience, we know how to integrate seamlessly into your relationship with your customer, provide service, reinforce the decision to purchase from you, and enhance the ongoing affiliation for future sales.

### OEM Benefits

- Multiple/customized service models available
- Spare part management
- Consistent quality results through our data and process management systems
- Reduction of costs
- EU and USA coverage
- Immediate market presence utilizing an existing support organization
- Service management
- Possible margin on service activities

### End-User Benefits

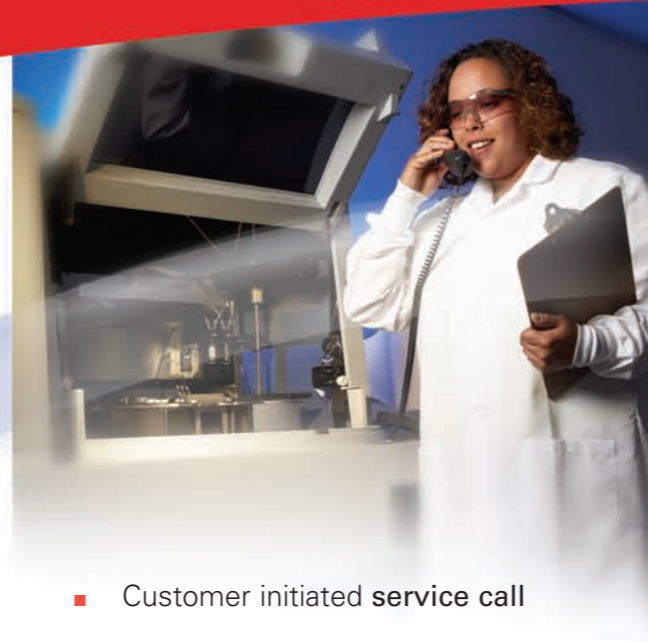
- One service provider
- Reduction of service costs
- Response time as needed
- Multi-vendor flexibility
- Service contract management
- PEAK-Service warranty



## PEAK-Service Response

Your current and future customers will enjoy the confidence provided by a complete portfolio of PEAK-Service resources, all dedicated to minimizing downtime and maximizing the productive life of their instruments.

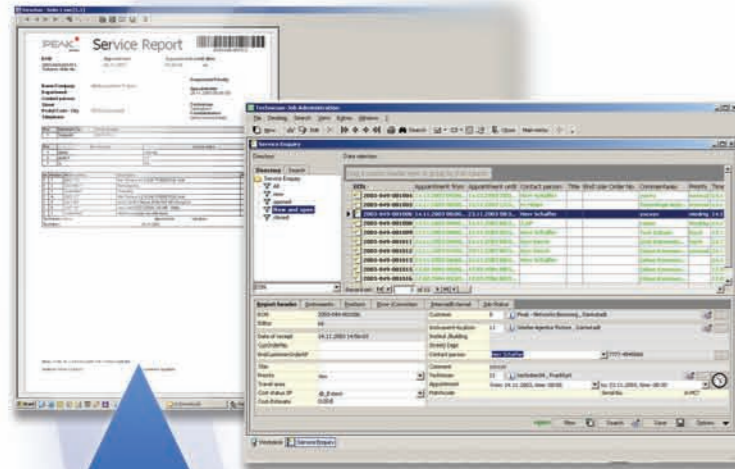
The PEAK-Service offerings process:



- Customer initiated service call



- The responsive **PEAK Hotline**, linking customers with PEAK-Service personnel
- The **PEAK Field Service Team**, an elite corps of professional repair personnel standing by as needed

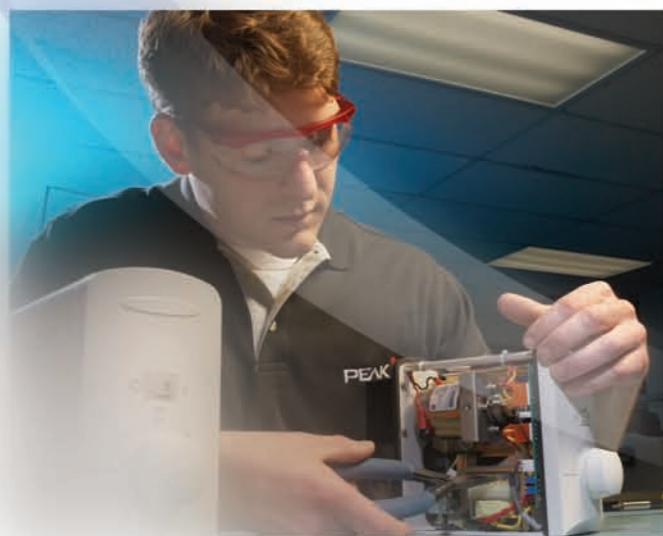


- The **PEAK E-Repair System** for customers to go online and view:
  - All service requests and status
  - All spare parts inventories
  - All scheduled service interventions by calendar
  - All on a real-time database
  - Data retention for a minimum of 10 years

**PEAK**  
Service



And every customer will appreciate systems supporting their operations:



- **PEAK Temporary Replacement** instruments to streamline production and minimize downtime
- The **PEAK Parts Solution** for spare parts inventory management
- **Depot Repair and Refurbishment**, when applicable



- The versatility of the **PEAK-Service Team** is qualified to provide:
  - Onsite instrument repair
  - Installation of instruments
  - Instrument validation
  - Preventative maintenance
  - Onsite retrofits and/or upgrades

## repV™ Service Management Software

Proprietary repV service management software can help you transform instrumentation service from a cost item on the balance sheet to a competitive advantage and profit center.

repV software is:

- Simple to use
- Scalable to grow with your enterprise
- Customer-specific
- Available in multilingual versions for international service

repV software helps your company:

- Optimize workflow
- Improve process-quality management
- Integrate with any major enterprise resource planning (ERP) package

What's more, repV software enables you to manage field service more profitably, mapping the entire workflow from service request through completion to evaluation. As your needs grow, repV service management software is flexible to accommodate additional service capabilities, as well as expandable to handle greater numbers of customers and a higher volume of service encounters.



[pocket]

**It's time to let  
PEAK-Service help you  
make more of every sale**

*By assuming and enhancing post-sale service for your medical and analytical instrumentation, PEAK-Service frees you to do more of what you do best—allowing you to focus on the development and manufacture of product, sales, and company growth.*

- Depend on PEAK-Service so you can concentrate on core competencies
- Work seamlessly with PEAK-Service so you can adapt more quickly, expand service coverage, and extend sales territories
- Take advantage of PEAK-Service capabilities: responsive hotline, expert team of field service repair engineers, management of loaner instruments and parts inventory, e-repair system
- Exploit the power of PEAK-Service proprietary repV service management software

**Call your nearest representative today  
and see how PEAK-Service can save  
you time and money!**

**PEAK**<sup>®</sup>  
Service