

# AFM Customer Support

Superior service and  
support solutions for  
Asylum Research AFMs



# Comprehensive Support

From repairs to applications consultancy, we are here for you

Oxford Instruments offers comprehensive support and service agreements to help you achieve the very best results. Much more than just an extended warranty, these packages provide peace of mind.



## Free Technical Support

Immediate help is available 24/7 online where our automated troubleshooting wizard can help with common issues. Your local service team is also available weekdays by email or phone for technical support and basic applications advice.



## Learn from Asylum AFM Experts

Work together with an Asylum application scientist using online screen sharing. Simply schedule a session, whether it's learning a new technique, consulting on your experiment, or help with data analysis. This service is ideal for topics that exceed the scope of our complimentary support.



## Predictable Cost of Ownership

Asylum AFMs include comprehensive one year warranties. After that, a support and service agreement will provide peace of mind and predictable repair costs.



## Ensure the Peak Performance of Your AFM

Annual system certification will make you more confident in your results. A field service engineer will evaluate your AFM, suggest maintenance, and certify that your system is fully calibrated and performing within its target specifications.



# Choose the Best Support Option for You

Ensure predictable cost of ownership, top performance, and best results

	On-Demand (no contract)	Signature Agreement	Premier Agreement
<b>Technical Support</b> 24/7 online troubleshooting wizard. 24/7 online probe selection guide. 24/7 online customer message forum. Weekday support by email and phone.	✓	✓	✓
<b>Repairs</b> Most repairs can be made in our regional offices for rapid turnaround. Complex repairs may require return to our factory.	Standard rates beyond warranty  Target repair time <7 days	30% rate discount  Target repair time <5 days	No charge repairs Target repair time <3 days
<b>System Certification</b> Evaluation, repairs/maintenance recommendations and certification of calibration and performance specifications.	Charged at standard rates	✓ (Remote)	✓ (On-Site)
<b>Advanced Applications Consulting</b> One-on-one advanced consultation by phone or video conference with one of our applications scientists on the topic of your choice.	Charged at standard rates	✓ (4 hours)	✓ (8 hours)
Training course for new users (dates vary)	Charged at standard rates	30% discount	No charge (one seat)
<b>System Upgrades</b> Free upgrades to Igor-based software ( <i>not including new paid features and upgrades to the Igor Pro software itself</i> ).	✓	✓	✓
Minor updates to Ergo software ( <i>within the same version already purchased</i> ).	✓	✓	✓
Major version upgrades to Ergo software ( <i>includes the base package and any optional packages that have been purchased separately</i> ).	Charged at list price per package	30% discount	no charge
Computer upgrade discount for customers who purchase three consecutive years of a support and service agreement after the initial warranty period.	Charged at list price	30% discount	no charge

## The Small Print

These details are intended to clarify benefits of the aforementioned support and service agreements. These agreements are bound under the standard Oxford Instruments terms and conditions provided at time of quote or purchase.

If your system is not under warranty or an active support and service agreement, Oxford Instruments Asylum Research ("Asylum") reserves the right to confirm that the system is in good operating condition, at the customer's expense, before entering into a new support and service agreement.

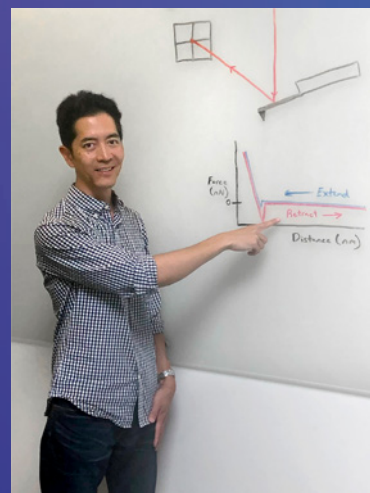
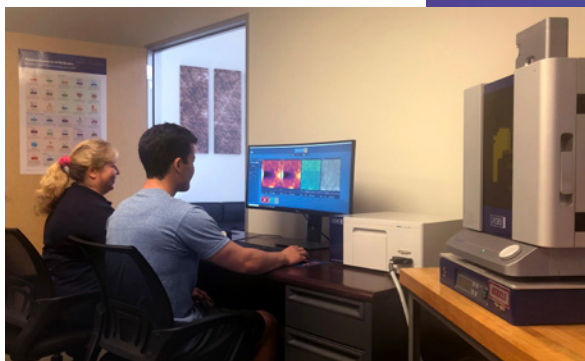
Technical Support is intended primarily for troubleshooting any unexpected behavior of the system, software, or accessories. In-depth training and advanced research consultancy is not included in complimentary support.

Repairs will be quoted at discounted rates according to your current support and service agreement. Warranty limitations in the standard terms and conditions include damage that is accidental or caused by user error (e.g. liquid spills, breakage of probe holders due to misuse, etc.). The extended warranty also does not apply to devices that are not manufactured by Asylum, which may include vibration isolation, computers, pumps, illuminators, etc. Where possible, repairs will be performed at the nearest Asylum field service office. Typical repair times are based on time in service and do not include time in transit. Customer is responsible for shipping costs to Asylum and any duties or other fees required. Return shipping is included in the quoted repair cost or included under warranty. In rare cases where Asylum determines that a field service engineer must come to your site, those charges will also be discounted under your support and service plan.

System Certification will be scheduled at time of purchase of a support and service agreement. At Asylum's discretion, this may include minor repairs or adjustments necessary to meet calibration and performance specifications. Other repairs will be quoted under the terms of your agreement. For remote certification, an internet connection and assistance from an experienced user will be required on-site.

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Visit our website for  
Online Support Resources:  
<https://AFM.oxinst.com/Support>



Advanced Consulting can be scheduled in blocks of a minimum of two hours. Please describe your needs when you schedule your session. Training courses will be offered periodically and promoted to customers by email. Any associated travel expenses are not included in the support and service agreements.

Software Upgrades are provided at no-charge for Asylum's IGOR Pro-based software, with the exception of features sold separately, upgrades to the Windows operating system, and upgrades to IGOR Pro itself. For Asylum's Ergo software, minor updates are included within the same major version already purchased. Major version upgrades are offered under the terms of your support and service agreement level.

Computer Upgrades are discounted for customers who purchase three consecutive years of support and service agreements, not including the period under their original warranty. Maximum discount limits apply to some PC configurations.



**Main Support Portal**  
[AFM.oxinst.com/Support](https://AFM.oxinst.com/Support)

**Probe Selection Guide**  
[AFM.oxinst.com/Probe-Guide](https://AFM.oxinst.com/Probe-Guide)

**User Forum**  
[AFM.oxinst.com/User-Forum](https://AFM.oxinst.com/User-Forum)

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