

Global Services



Now sold under the  
Thermo Scientific brand

**Thermo**  
SCIENTIFIC

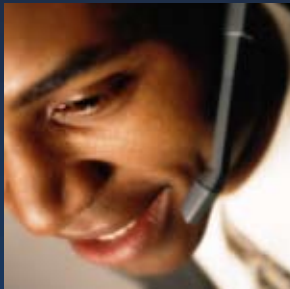
 **DIONEX**

Passion. Power. Productivity.

# Earning Customer Loyalty

Loyalty cannot be purchased. It's something we earn. When it comes to attracting and retaining dedicated customers, we rely on excellent service to build solid relationships. A good customer relationship is a continuous task that touches all departments and employees of a company.

At Dionex, we want to provide you with more than a system. Our goal is to develop a business partnership with our customers so that your needs and expectations are met clearly and consistently.



## The Value of Service

A purchase decision is based on more than performance, quality, and price. It is also based on the ability of the manufacturer to provide all the resources customers need to achieve dependable results. The Dionex Services Organization and Centers of Excellence work diligently to ensure that every system we deliver provides complete satisfaction. We also provide competence and support in adapting the system to meet your specific application requirements and verify that the instrument performs optimally.

From initial product design to final delivery, Dionex products must meet strict standards of quality. After delivery, Dionex Customer Care continues to meet those standards—you get a partner, not just a system. Through our award-winning Customer Services organization and our Centers of Excellence, Dionex provides access to a comprehensive range of quality post-installation programs and assistance, including timely and professional service by locally based representatives, expert customer training, comprehensive service agreements, validation and qualification services, and application support. We provide these services based on a simple equation: Your success equals our success.

## Qualified Service Representatives

Dionex Technical Service Representatives are certified in installing, maintaining, and servicing your systems as well as performing all Installation, Operation, and Performance protocols. Our representatives undergo regular, detailed training courses to ensure their skills in installation and demonstration of our new products as well as troubleshooting problems and diagnosing repair issues on all systems.

Our Service Representatives are distributed across the globe—but close to you; ready to provide professional assistance and care, whether you are a new customer or a longtime partner. Contact your local office to schedule a visit from your Dionex Customer Service Representative.



# Service Products

## Increase Productivity and Quality with Dionex Service

The primary object of the Dionex Customer Service Organization is to provide a complete solution that supports your analytical needs in any research or business setting. We offer a complete line of Services and Support products to optimize your productivity while continuing to ensure the highest quality results. The core components in our suite of service products include:

- Installation
- Training
- Warranty & Service Agreements
- Qualification & Validation Services
- Peak Performance Kits

We invite you to participate with us in a partnership designed to provide you with long-term satisfaction that comes from having your service and support requirements effectively managed.

## Installation

The installation process is designed to be as efficient as possible. We notify you of the expected date of delivery, arrange an installation time appropriate to your schedule, and discuss all requirements for site preparation in advance:

- Custom hardware installation is available for every Dionex system; this ensures the instrument is ready to run your desired application.
- Hands-on familiarization training is part of the system installation, which provides rapid integration of your system into your laboratory's workflow.
- Installation Qualification is documented to meet regulatory requirements.
- Application Services are available to help you minimize startup time.



## Training Programs

Dionex offers comprehensive training courses to enhance skills and knowledge that increases overall productivity, including:

- Flexible course formats designed to the specific training level of the students.
- Modern training facilities for efficient theoretical and practical instruction.
- Onsite training at your facility providing productive, efficient training of more individuals.
- Interactive web-based classes providing valuable knowledge right from your desktop.
- Expert instructors to address your needs to help realize the full capability of your Dionex system.
- Training programs available for Hardware Operations, Chromatography Theory, Specific Applications, Troubleshooting, and Software.



# Warranty and Services

## Instrument Qualification and Validation Services

Dionex offers a full range of qualification and validation services to ensure compliance with Dionex standards, or your organization's SOP and regulatory standards. These services form a complete, comprehensive package:

- Installation Qualification: IQ confirms the installation process has been completed to Dionex standards to ensure immediate startup of your application.
- Operational Qualification: OQ confirms that the instrument operates within Dionex instrument design specifications to provide full system performance.
- Performance Qualification: PQ confirms that the equipment performs within the Dionex application specifications to maintain day-to-day routine operation.
- Trained and certified service representatives professionally perform these qualification procedures for your instrument.
- Completed signed documentation, certificates, and instrument tags are provided.

Professionally trained and certified service representatives perform these qualification procedures and provide completed signed documentation, certificates, and instrument tags. Dionex also retains copies of all qualification documentations for your convenience.

## Warranty and Support Plans

All Dionex instruments are warranted to be free of defects in materials and workmanship during the term of the warranty. Dionex will contact you during the warranty period to check instrument performance and confirm your satisfaction with our product.

At the end of the warranty, you have several options for continued instrument care:

- Service plans available from basic support to all-inclusive Partnership Programs.
- Immediate support with priority phone access to our Customer Care Center.
- Priority scheduling to ensure minimal down time.
- Service plans designed to control cost and maximize up time.
- Parts provided at no-charge to repair defects in materials and workmanship.



## Peak Performance and Preventative Maintenance

Keeping your system properly maintained is critical to ensure accurate, reproducible results and achieve maximum sample throughput. Peak Performance/Preventative Maintenance kits provide the right parts for the job:

- Designed to meet your preventative maintenance needs.
- All kits include parts typically used for routine maintenance.
- Easy-to-follow installation instructions are included in every kit.
- Dionex-certified field service representatives are also available to install these parts and perform system maintenance.




# The NorthFace Award

The Omega Management Group established the NorthFace Scoreboard Award program in 2000 to recognize organizations that not only offer exemplary service to their customers, but also center their very existence on a deep commitment to meeting and exceeding customer expectations.

Award recipients qualify by having measured their customer satisfaction levels throughout the year. Categories include: technical support, field service, sales process, account management, and training. The award recipients are those who (based on survey responses from their clients) achieve 4.0 or above out of a possible 5.0 score in the categories measured. Omega's market research indicates that achieving a 4.0 rating or above over an extended period is clear evidence of building customer loyalty. This is the level that essentially locks-in long-term customer relationships and turns them into partnerships, and significantly raises the bar of what customers should expect from all service providers.

Dionex is proud to have received this award every year during its participation in the program. We say "Thank you" to all our customers for their commitment and confidence in our service performance and dedication to customer satisfaction.





Find your individual service offerings  
and training programs here

## Corporate Headquarters

Dionex Corporation  
1228 Titan Way  
P.O. Box 3603  
Sunnyvale, CA 94088-3603  
Tel: (408) 737 0700  
Fax: (408) 730 9403

## Worldwide Sales and Service

### North America

U.S. (847) 295 7500  
Canada (905) 844 9650

### South America

Brazil (55) 11 3731 5140

### Europe

Austria (43) 1 616 51 25  
Benelux (31) 20 683 9768  
(32) 3 353 42 94  
Denmark (45) 36 36 90 90  
France (33) 1 39 30 01 10  
Germany (49) 6126 991 0  
Ireland (353) 1 644 0064  
Italy (39) 02 51 62 1267  
Sweden (46) 8 473 3380  
Switzerland (41) 62 205 9966  
United Kingdom (44) 1276 691722

### Asia Pacific

Australia (61) 2 9420 5233  
China (852) 2428 3282  
India (91) 22 2764 2735  
Japan (81) 6 6885 1213  
Korea (82) 2 2653 2580  
Singapore (65) 6289 1190  
Taiwan (886) 2 8751 6655

[www.dionex.com](http://www.dionex.com)



Dionex products are designed,  
developed, and manufactured  
under an ISO 9001 Quality System.

© 2008 Dionex Corporation.

All trademarks and registered trademarks  
are the property of Dionex Corporation.

LPN 2165 10M 12/08 Printed in U.S.A.

Passion. Power. Productivity.

