

Hitachi High-Tech Service



Keeping you running

Real experts. Rapid response.

Responsive support minimises your downtime, keeps your costs low and ensures you always get the best performance from your Hitachi High-Tech instrument.

Our relationship doesn't end when you purchase one of our instruments. In fact, that's only the start – when you buy Hitachi you get support and training from installation through to end-of-life. Our expert service team works with your business to drive growth and get the most long-term value from your investment.

Our reliably rapid and always expert response allows you to operate with confidence from the moment of purchase.



Support services



SUPPORT THAT MATCHES THE QUALITY OF OUR INSTRUMENTS

From the moment of purchase, Hitachi High-Tech's responsive support helps you operate effectively.



CONSUMABLES

Hitachi consumables are designed to work in perfect harmony with your instrument for optimum performance and productivity.



WARRANTIES

Extended warranties mean you never have to endure dips in productivity, performance or profitability.



UPGRADES

We update you on the latest developments in hardware and software, ensuring you're always operating at peak performance.



REPAIRS

Rapid response, on-site repairs through repair centres and a global network of engineers and distributors.



RECERTIFICATION

Ensure optimal performance in line with the highest industry standards through our calibration centres.



REMOTE SUPPORT

Remote technical support from our experts for instant trouble shooting.



RENTAL EQUIPMENT

Avoid downtime by using high quality rental equipment while your instrument is being repaired.



The service we provide makes us unique

We are active partners, supporting every stage of our customers' analysis needs. We not only keep your business running, but help you take better advantage of opportunities for growth.

READ MORE ABOUT OUR SUPPORT SERVICES

hhtas.net/support

Service agreements

Flexible support that works around you

When it comes to client relationships, we don't believe in a one-size-fits-all approach. We prefer to work with our clients to create support packages that get the best results for their operations.

Whatever your size and budget, you can access the best support and preventative maintenance available. Our service agreements ensure a low cost of ownership and help your instrument perform at its peak for longer.

Unplanned costs and downtime can have a big impact on your operations. Our global service and support centres are assisted by over 150 distributors around the world, so you can be sure that one of our experts is never far away.



COMPREHENSIVE

Get everything you need, from helpdesk to replacement parts and computer hardware cover.



TAILORED

Manage your instrument budget effectively by only paying for what you need.



FAST

Wherever you are located, we can be on-site within days.



FLEXIBLE

Set up your service agreement when you purchase your instrument or upgrade your package at any other time.



Our service promise



FAST RESPONSE

We give you solutions quickly, including scheduling and servicing.



MINIMAL DOWNTIME

Every hour you wait costs money. Our team will help you get back up and running as soon as possible.



ADDING VALUE

Maintain your competitive edge and meet new challenges with new solutions and technology.



Training

Build your skills and sharpen your competitive edge

Effective training is about more than learning how to use your instrument. It is about giving your team the tools and knowledge to get the best results every time.

Our specialised training is designed to suit your needs. Our expert team can provide training on-site, or your employees can visit one of our global training centres. However it's delivered, our training always delivers high quality insight and practical guidance.

Training is not just a one-off event. With new features, software and solutions always being developed, we help you stay completely up-to-date. Building the skills and knowledge of your workforce not only helps you be more efficient and productive, it makes you better prepared to take advantage of future opportunities.



GLOBAL

Train your employees on-site or at one of our training centres.



ACTIONABLE

Teaching you skills and knowledge to increase efficiency and productivity.



COMPLETE

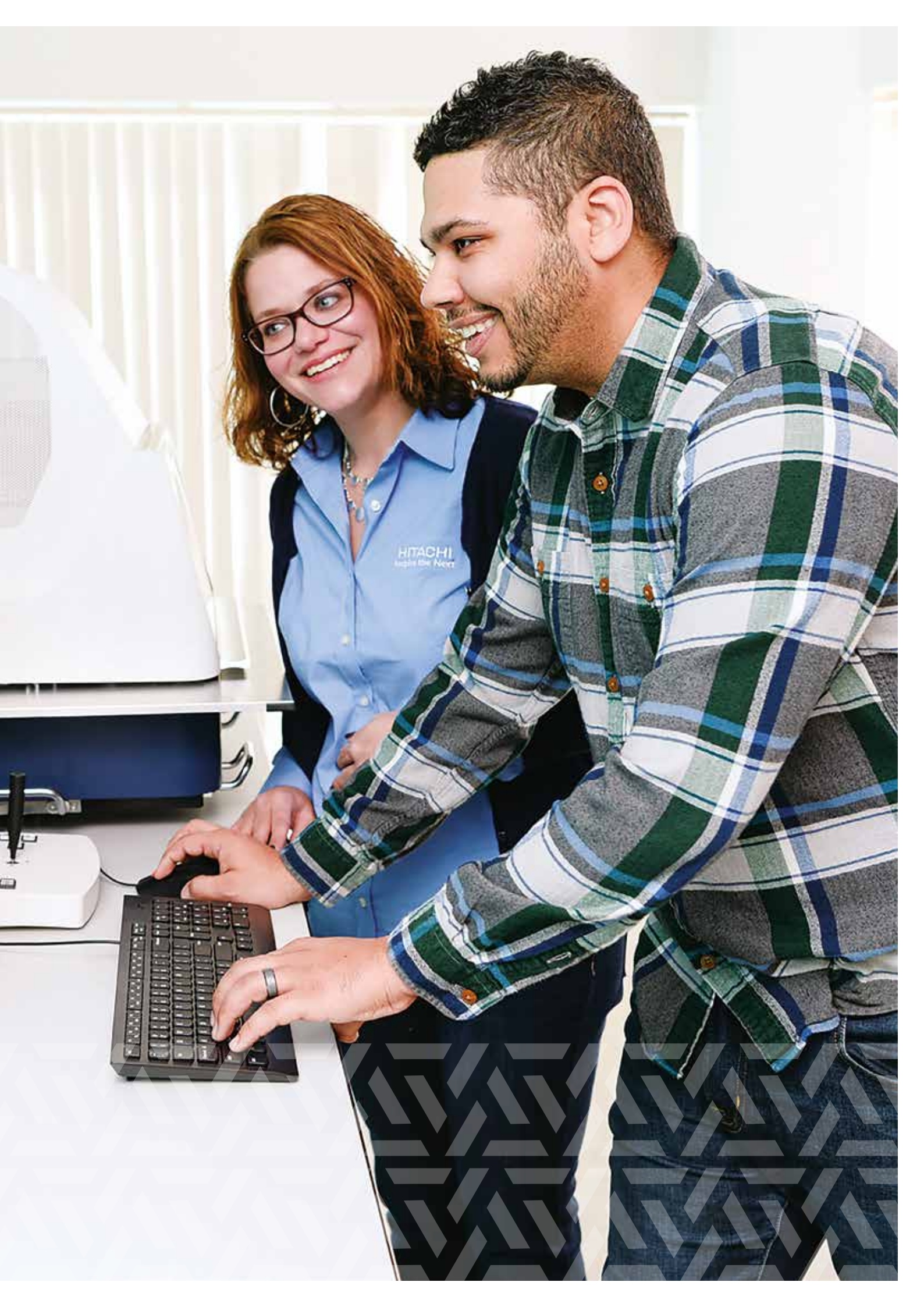
From maintenance to new features, our training covers an instrument's full lifecycle.



FLEXIBLE

Training courses tailored to your needs.

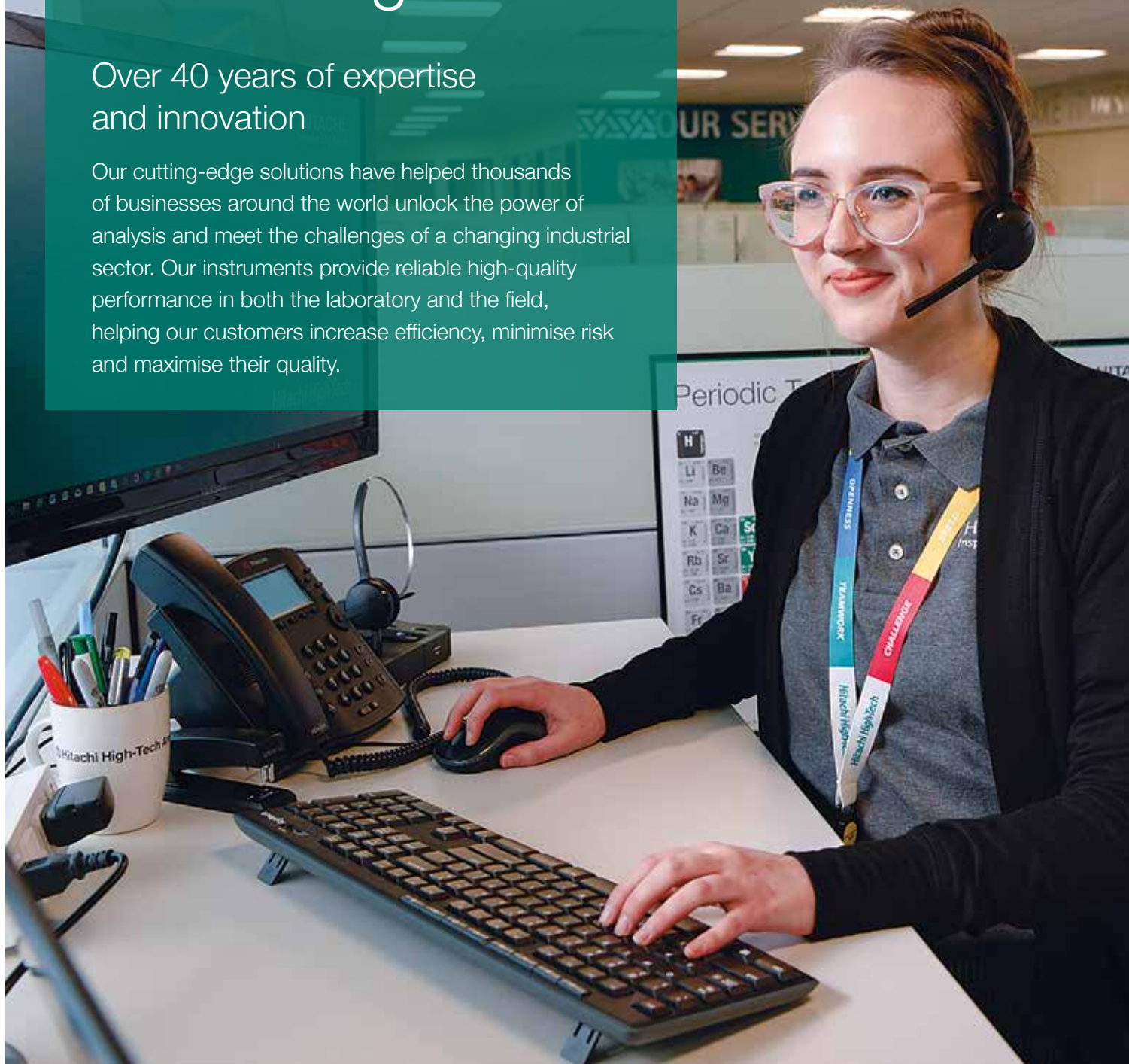




Hitachi High-Tech

Over 40 years of expertise
and innovation

Our cutting-edge solutions have helped thousands of businesses around the world unlock the power of analysis and meet the challenges of a changing industrial sector. Our instruments provide reliable high-quality performance in both the laboratory and the field, helping our customers increase efficiency, minimise risk and maximise their quality.



MORE INFORMATION

To find out more about how our solutions can help you meet your challenges and upgrade your operations, get in touch with a member of our team today.

hha.hitachi-hightech.com/service

Hitachi High-Tech Analytical Science

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 Science for
a better tomorrow