

MassLynx Software Upgrade

To receive your upgrade,* please complete this form and email to your local Waters Service Office.
Addresses are listed on page 2.

User name: _____

Company name: _____

Address: _____

City/State/Postal code: _____

Country: _____

Phone: _____ Email: _____

Software plan ID number: _____

Mass spectrometer serial #: _____

Please specify your current Software Change Note (SCN) version: _____

Current computer make/model (located on the sticker at the bottom of your CPU): _____

Desired new operating system: _____

Desired update version of SCN, if known: _____

Do you have an Open Access system? Yes No

Do you have an Open Architecture system? Yes No

Do you use an OSM (Online Sample Manager)? Yes No

Do you have a Supercritical Fluid Chromatography (or SFC) system? Yes No

Please provide the serial number(s) for the key disks or a screen capture of your current MassLynx™ Software main screen with the application tabs showing on the left-hand side of the screen to support your request. (MassLynx v4.0 users only).

Select if you require installation services for your software upgrade. (This is a billable event)

Additional comments: _____

* Please allow 4-6 weeks for delivery of your upgrade.

Sales Offices:

USA and Canada: Software_Upgrades_NA@waters.com

Europe and India: masslynxupgrade@waters.com

Latin America: SWUpgradeSupport_LA@waters.com

Malaysia: customercareMY3@waters.com

Australia: australia_techsupport@waters.com

Greater China: china_support@waters.com

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For your local sales office, please visit www.waters.com/contact.

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