

## 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

Do you have HDI (High Definition Imaging Software) 1.4 or 1.5\*\*?  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.

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.

\*\*Proof of Purchase may be required.

## Sales Offices:

USA and Canada: [Software\\_Upgrades\\_NA@waters.com](mailto:Software_Upgrades_NA@waters.com)

Europe and India: [masslynxupgrade@waters.com](mailto:masslynxupgrade@waters.com)

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Greater China: [china\\_support@waters.com](mailto:china_support@waters.com)

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For your local sales office, please visit [waters.com/contact](http://waters.com/contact)



# Waters

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