



Unlock the true potential of your Renishaw Raman system

Renishaw Raman Assist

Get the most from your Raman system with our comprehensive training and support package. We help you to explore all of the advanced features and capabilities of your system to ensure it produces the best data.

This package is available to all users, following the purchase of a Raman system from Renishaw.

It offers the following benefits:

- Support from our global network of highly qualified Raman applications scientists, via a dedicated email address. The team can help you interpret and optimise your data.
- Access to our comprehensive online library of training modules and videos.
- Access to Renishaw's Raman Revealed training sessions.
- Invitations to our worldwide Inside Raman seminars, where you can find out about new system capabilities and software, and hear from other users.
- Online remote-access support and diagnostic checks from your support team.
- Free point release software updates.

Support package details

Installation and service

Renishaw's international service team will install and test your system. Specialist Raman engineers ensure you will get the optimum performance from your system.

The service engineer will fully test your system and give you two-days of personalised 'start-up' training. This will highlight the system's functions and demonstrate its data capture, processing, and analytical capabilities. This training will show you all the operation, preventive maintenance, calibration, and alignment that you will need to ensure your system produces consistent, reliable results.

On-site service or remote access service, system support, and diagnostics can be provided on request. Choose from a range of service plans that will ensure your system is maintained and working at optimum performance. Contact our service and installation team at raman.support@renishaw.com for details.

Access to customer web portal

Dedicated website portal where we provide a comprehensive range of training material, including documents and videos. These give step-by-step guidance and can help you with any questions you have following your initial training. Register to gain access to the portal at www.renishaw.com/ramantraining.

Support and advice for the lifetime of your Renishaw system

For advice on system configuration, data processing and analysis, or sample preparation, contact our dedicated Raman global applications team, at raman.applications@renishaw.com.

We run regular Raman Revealed training workshops. These are ideal for new users and existing users who want to optimise the use of their Raman system. To find out more please visit www.renishaw.com/rr.

For more information contact raman@renishaw.com.