Service solutions for peak performance

Flexible service plans, maximum productivity, expert engineers

Molecular Devices

www.moleculardevices.com
Each instrument’s functional level will evolve over its operational life cycle; changing with laboratory and scientific environment, usage, role in experimental workflow, compliance requirements, repair and maintenance needs. To address these evolving functions, Molecular Devices® offers several levels of field and depot service plans designed to deliver paramount performance and productivity, with a predictable cost-of-ownership.

Consistent peak performance
Working with a sub-optimal system can compromise data integrity and tax resources. Molecular Devices ensures your system is running dependably through a global network of factory trained and qualified service engineers with over 20 years of industry experience, proficiency in service engineering, and in-depth knowledge in the latest technological advances and maintenance procedures.

Reduced operating costs
With fixed cost service plans, multiple options are available to effectively match your laboratory goals with budgetary requirements. Each service plan enables you to operate with predictable costs of ownership, thus reducing your laboratory expenses and eliminating the risk of unbudgeted service visits.

Maximize productivity
Every experiment is important, providing critical data to advance your research and discoveries. Consequently, minimizing instrument downtime is key to ensuring your experimental and laboratory productivity. Each service plan minimizes instrument downtime by utilizing factory-trained and qualified engineers to accurately diagnose and resolve system problems, ensuring you work at full capacity.

Experienced scientific teams
Peak performance service solutions are important to protecting your valuable scientific samples and experimental work. Molecular Devices service engineers are supported by a team of technical support and field application scientists who possess detailed knowledge of your system’s performance requirements. Team expertise combined with direct and constant access to our manufacturing and product development groups, facilitates accurate identification and implementation of peak performance service solutions.

* For comparison of service plans refer to the Molecular Devices Service Plan table.

Choose the right service plan for your specific laboratory priorities
Performance Assurance Service Plan
Optimize instrument performance to maximize uptime

Delivers the most integrated level of service for your Molecular Devices systems. This service is appropriate for critical instruments where reducing operational risk, optimizing instrument performance and maximizing uptime is of utmost importance.

Key service features:
• Unlimited service by Molecular Devices trained and qualified field service engineer
• Molecular Devices factory-approved parts
• Parts, labor and travel for on-site service covered at 100%
• Priority response¹
• Annual preventive maintenance
• Loaner unit²

¹ Priority response varies by region and specific service agreement. Please consult your regional service and support center for additional information.
² For selected instruments only and subject to availability.

Essential Protection Service Plan
Manage expenses while maintaining priority service

Designed to deliver a core level of service for Molecular Devices systems. This service is appropriate for systems central to laboratory operations, providing quality repair with minimum resolution time.

Key service features:
• Unlimited service by Molecular Devices trained and qualified field service engineer
• Molecular Devices factory-approved parts
• Parts, labor and travel for on-site service covered at 100%
• Priority response¹
• Loaner unit²
Compliance Assurance Service Plan
Ensure instrument compliance for regulated environments

This plan is appropriate for maximizing uptime, maintaining your instrument, ensuring reliability and certifying your instrument meets your compliance requirements.

Key service features:
- Unlimited service by Molecular Devices trained and qualified field service engineer
- Molecular Devices factory-approved parts
- Parts, labor and travel for on-site service covered at 100%
- Priority response
- Annual Operational Qualification with Preventive Maintenance Service
- Service conforms to US and EU Pharmacopeia guidelines

Custom Service Plans
Tailored service plan features to fit individual laboratory requirements

We can provide a customized service plan solution that fits your specific environment and budget. Please contact your local service representative to customize a plan that works for you.

Key service features:
- Consolidate your Molecular Devices equipment across multiple locations
- Fixed service level agreements
- Multiple Preventive Maintenance or Compliance Assurance Operational Qualification bundled services
- Relocation services including de-installation, moving, and re-installation
- Annual re-certification of validation plate bundled services
## Service plans overview

### On-site service features

<table>
<thead>
<tr>
<th>Service Feature</th>
<th>Performance Assurance</th>
<th>Compliance Assurance</th>
<th>Essential Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited service calls</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Repair parts</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Labor and travel</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Response time</td>
<td>Priority</td>
<td>Priority</td>
<td>Priority</td>
</tr>
<tr>
<td>Preventive maintenance</td>
<td></td>
<td>1-2 per year</td>
<td></td>
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<tr>
<td>Operational Qualification with Preventive Maintenance</td>
<td></td>
<td>1-2 per year</td>
<td></td>
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<tr>
<td>Loaner unit</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Hardware and firmware updates</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Factory-trained engineers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>On-site application support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Unlimited access to Ph.D-level technical support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Molecular Devices factory-approved parts</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Online support resources</td>
<td>✓</td>
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<td>✓</td>
</tr>
</tbody>
</table>

1. Two PM plans are available for select instrument platforms.
2. Priority response varies by region and specific service agreement. Please consult with your regional Service and Support Center for additional information.
3. Loaner units for selected instruments only and subject to availability.
4. Updates apply to selected hardware updates and minor software updates. Inclusions vary by instrument model.
5. Where available and for selected instrument platforms.
6. Repair completed at local Molecular Devices repair center.
Commitment to quality service
To ensure each service meets the highest quality standards, consistently and reliably worldwide, we successfully maintain our Quality Management System (QMS) that is certified to ISO 9001 International Standard by British Standards Institution (BSI). This organization regularly monitors our processes to ensure their compliance and effectiveness. The results of multiple subsequent audits in the service area have repeatedly demonstrated our proven commitment to our customers for high quality standards.

Factory-approved parts
To ensure your system operates reliably and performs according to operational specifications, we recommend you use Molecular Devices factory-approved parts installed by our qualified and highly competent service personnel. Our parts are evaluated per Molecular Devices internal procedures in conformance with ISO9001 International Standard and our factory specifications.

Value-added services and support
Field and depot service plans come with a range of complimentary services and support including:

- Global network of factory-trained and qualified service engineers
- Molecular Devices factory-approved parts
- Hardware and firmware updates
- On-site application support from industry-trained scientists
- Ph.D-level technical support with expertise in Molecular Devices systems and their applications
- Email response within 24 hours
- Phone support coverage during standard local business hours

Whether operating single or multiple instruments, within single- or multi-site organizations, we ensure you have confidence in your results and peace-of-mind that your instrument is invariably performing to Molecular Devices specifications. For the most up-to-date information about our service plans, value-added services, support and exclusive service plan discounts, visit www.moleculardevices/support or contact your local Molecular Devices sales representative.