

SERVICE PLANS

Maximize your productivity

with our expert engineers and flexible service plans



Each instrument's functional level will evolve over its operational life cycle—changing with the laboratory environment, assay conditions, usage, role in experimental workflow, compliance requirements, repair, and maintenance needs.

To address these evolving functional levels, we offer several flexible service plans that provide comprehensive support for your microplate readers and washers backed by a global network of our certified expert engineers.

Service Plans*	Compliance Assurance Plans (incl. PM/OQ)**		Performance Assurance Plans (incl. PM)		Essential Protection Plans (No PM)	
	On-site	MRC	On-site	MRC	On-site	MRC
On-site or Maintenance & Repair Center (MRC) Service Depot						
Unlimited service calls***	Yes	Yes	Yes	Yes	Yes	Yes
Factory-approved parts included	Yes	Yes	Yes	Yes	Yes	Yes
Service Engineer labor hours	Yes	Yes	Yes	Yes	Yes	Yes
Preventive Maintenance (PM)	Yes	Yes	Yes	Yes	—	—
Operational Qualification (OQ)	Yes	—	—	—	—	—
OQ following corrective maintenance	Yes	—	—	—	—	—
Field Service Engineer travel	Yes	Yes	Yes	N/A	Yes	N/A
Shipping costs to Maintenance & Repair Center (MRC) Service Depot	N/A	N/A	N/A	Yes	N/A	Yes

*Custom service plans are also available.

**Recommended for GxP labs.

***The service plans are subject to the Molecular Devices service terms available here: <https://www.moleculardevices.com/terms-and-conditions>

Choose the right service plan for your specific laboratory needs.

Compliance Assurance Plans (PM/OQ)

- Unlimited service by our trained and qualified field service engineers
- Molecular Devices factory-approved parts
- Parts, labor and travel for on-site service covered at 100%
- Available for on-site coverage only
- Priority response¹
- Annual Operational Qualification with Preventive Maintenance service per reader or washer

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.

Performance Assurance Plans (PM)

- Unlimited service by our trained and qualified field service engineers
- Molecular Devices factory-approved parts
- Parts, labor, and travel covered at 100% for on-site coverage
- Parts, labor, and shipping covered at 100% for MRC coverage
- Priority response¹
- Annual preventive maintenance
- Loaner unit²

Essential Protection Plans

- Unlimited service by our trained and qualified field service engineers
- Molecular Devices factory-approved parts
- Parts, labor, and travel covered at 100% for on-site coverage
- Parts, labor, and shipping covered at 100% for MRC coverage
- Priority response¹
- Loaner unit²

Contact serviceplans@moldev.com for more information.

Contact Us

Phone: +1.800.635.5577
 Web: www.moleculardevices.com
 Email: info@moldev.com

Check our website for a current listing of worldwide distributors.

Regional Offices

USA and Canada	+1.800.635.5577	China (Beijing)	+86.10.6410.8669	Japan	+81.3.6362.9109
United Kingdom	+44.118.944.8000	China (Shanghai)	+86.21.3372.1088	South Korea	+82.2.3471.9531
Europe*	00800.665.32860	Hong Kong	+852.3971.3530		

*Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Netherlands, Spain, Sweden and Switzerland