

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 three flexible service plans that provide comprehensive support for your high-content imaging systems backed by a global network of Product Support Experts available to service teams worldwide.

Performance Assurance Plans (incl. PM)

- On-site maintenance & repair
- PhD-level technical support with expertise in our systems and their applications
- Unlimited service calls*
- 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
- Priority response**
- Annual preventative maintenance

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

**Priority response varies by region and specific service agreement. Please consult your regional service and support center for additional information.

Molecular Devices Service Plans Guarantee



All factory-approved parts are manufactured in compliance with ISO 9001



Global network of Product Support Experts available to service teams worldwide



Firmware updates



On-site application support from industry-trained scientists



Ph.D. level technical support with expertise in our systems and their applications



Email response within 24 hours



Phone support coverage during standard business hours



SpectraNet—our intuitive, easy-to-use customer care portal—provides access to an extensive database of Imaging Knowledge Base articles

Molecular Devices' Offering

- Molecular Devices provides a set cost to include repair parts, labor and onsite support.
- We leverage our best-in-class supply chain to ensure parts are available when customers need them.
- Molecular Devices only uses factory-approved service parts. Molecular Devices audits our service parts vendors periodically to ensure all processes are in place to deliver the best quality, reliability, and durability.
- We offer factory-approved parts in compliance with ISO 9001 international standards.
- Our engineers are factory-trained and certified to ensure the highest quality of service on our products.
- Molecular Devices does not offer certified training to non-authorized vendors.
- Molecular Devices engineers are extensively trained and certified on an ongoing basis to keep up to date with latest hardware, firmware and software updates. Molecular Devices does not offer certified training to non-authorized vendors.
- Molecular Devices offers a 90-day warranty on repair services. Repairs performed by third parties may require us to perform corrective procedures causing significant time delay and additional cost.
- Only our service engineers have full and exclusive access to our latest technical developments, repair procedures, application updates and planned maintenance procedures.

Contact us today.

Our team can help you across all your service needs and provide you with a series of solutions to streamline your processes and reduce cost.

Contact Us

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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	Taiwan/Hong Kong	+886.2.2656.7585
United Kingdom	+44.118.944.8000	Japan	+81.3.6362.9109
Europe*	00800.665.32860	South Korea	+82.2.3471.9531
China	+86.4008203586	India	+1.800.266.5338

*Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland and United Kingdom

