

MDCare Support Plans

for microplate readers, washers, and liquid handling systems

MDCare™ Support Plans provide you peace-of-mind priority access to our qualified Technical Support team, help with using features of your microplate reader, washer, liquid handling system, and more. Included in the purchase price of all microplate readers is a one-year limited warranty and our MDCare Ph.D. Plan. Additional plan options are available should you need extended coverage and/or support after the first year. Each plan option provides assurance that we will be available to help you when it's most important. Simply review the chart below and pick the level of support that suits your needs.

Year 1

Instrument warranty and MDCare Ph.D. Plan included in year 1

Years 2–3

Extended technical support can be purchased through any of our MDCare Plans

MDCare Ph.D. Plan

Includes all of the MDCare Support Plan features PLUS:

- Advanced analysis support (core features)
- Up to 2 days of lab support (Molecular Devices site only)
- Remote instrument access

MDCare GxP Plan

Includes all of the MDCare Ph.D. Plan features PLUS:

- Advanced support specifically for compliant labs with validation questions on microplate readers and washers

MDCare One

Single incident coverage that includes:

- Up to 90 minutes of Ph.D. qualified active support
- Data and instrument setting reviews
- 100% of value can be credited towards another MDCare plan within 15 days

Contact Molecular Devices Technical Support at 1.800.635.5577 for more information and program details.

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	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	+91.73.8661.1198

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