

# Service Plans

At Molecular Devices we offer flexible plans to suit your budget. Most importantly, your instruments are inspected by our experts in a timely manner and repaired when needed with factory-approved parts. This enables you to keep your instrument at peak condition longer, minimize downtime, and eliminate unforeseen costs so that you can focus on your research with confidence.



Choose from 5 service plan options	PM Service	PM/OQ Service <sup>1</sup>	Repair Protection	Performance Assurance	Compliance Assurance	Add-On Compliance Options <sup>2</sup>
Response time <sup>3</sup>	X	X	priority	priority	priority	✓ Performance Evaluation <sup>8</sup>
Emergency breakdown visits	X	X	unlimited	unlimited	unlimited	✓ UV-OQ Service
Technical & remote support	✓	✓	✓	✓	✓	✓ Temperature OQ Service
Location	on-site or depot	on-site	on-site or depot	on-site or depot	on-site	✓ Customer CPU Service <sup>9</sup>
Service engineer	1 visit per year	1 visit per year	unlimited	unlimited	unlimited	
Travel-Shipping to your location <sup>4</sup>	✓	✓	✓	✓	✓	
Preventative maintenance (PM)	✓	✓	X	✓	✓	
Factory-approved parts	X	X	✓	✓	✓	
Courtesy unit <sup>5</sup>	X	X	✓	✓	X	
Operational qualification (OQ)	X	✓	X	X	✓	
Software & firmware updates <sup>6</sup>	X	X	X	✓	✓	
Post-corrective qualification <sup>7</sup>	X	X	X	X	✓	

1. Recommended for Good Laboratory Practice compliance (GLP) and Good Manufacturing Practice compliance (GMP).
2. Add-on Service Options are exclusive to our PMOQ Service and/or Compliance Assurance Plans.
3. Priority response varies by region and specific service agreement. For more information, please consult your regional service center.
4. Any travel or shipping costs of service engineers, instruments or parts to your location (within the scope of the plan) are included in the service plan.

5. Subject to availability, we may offer courtesy units during the repair time. Available only on selected models.
6. Applies to minor patches or bug fixes and to limited product lines.
7. Operational Qualification after repair available upon request.
8. This add-on option demonstrates the working status of your device, "as found" at your premises.
9. Validation in the holistic system where the instrument stays connected to the SoftMax Pro GxP Software installed on your computer during IQOQ/PMOQ services.

## Molecular Devices Service Plans Guarantee



Factory-approved parts  
(ISO9001 conformity)



Global network of  
factory-trained and qualified  
service engineers



Hardware and  
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  
and easy to use customer  
care portal

## Are you considering a third-party service plan?

### Exercise caution with third-party providers

There are several third-party companies that promote their business as an alternative repair and maintenance service provider. Molecular Devices does not supply parts or instruments to these companies and does not train or certify their staff. As a result, we cannot guarantee their level of expertise, or quality of service provided, and potentially you run the risk of repairing your Molecular Devices instrument with unknown quality parts. Molecular Devices and select Seller Representatives are the only authorized providers for servicing your instruments with factory-approved parts by certified engineers and supporting you during FDA and EMA/MDR audits. For more information, please visit [www.moleculardevices.com/contact](http://www.moleculardevices.com/contact).

If you do decide to explore a third-party service plan, please use our check list below. It includes a series of questions and answers we believe should enable you to get clarity on what the Third-Party provider offers you and decide if it is the right service and choice for your lab research needs.

What should you ask a third-party provider	Molecular Devices' Offering
What is the total cost of the service or offer?	Molecular Devices provides a set cost to include repair parts, labor and onsite support.
Where do you procure the parts from?	We leverage our best-in-class supply chain to ensure parts are available when customers need them.
How do you verify the quality, reliability and durability of the parts procured?	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.
How do you validate that the replacement parts that you use meet ISO standards?	We offer factory-approved parts in compliance with ISO 9001 international standards.
What specific experience do your service engineers have for Molecular Devices products?	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.
Are your engineers trained and certified to perform qualification services?	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.
Do you offer a service warranty?	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.
How do you account for new product updates?	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](http://www.moleculardevices.com)  
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Check our website for a current listing of worldwide distributors.

#### Regional Offices

USA and Canada	<a href="tel:+1800.635.5577">+1.800.635.5577</a>	Taiwan/Hong Kong	<a href="tel:+886.2.2656.7585">+886.2.2656.7585</a>
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\*Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland and United Kingdom

