



MDCare Support Plans

For high-content imaging systems

With the MDCare™ Support Plan, you will have priority access to our experienced ImageXpress®/MetaXpress® Technical Support Team. A one-year subscription to our MDCare PhD Plan is included in the purchase price of all high-content imaging instruments. The MDCare PhD plan provides assurance that we will be here to help you when it's most important.

Year 1

Instrument warranty and MDCare PhD Plan included in year 1

Years 2–3

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

MDCare PhD Plan	MDCare Tailored	MDCare One
<p>Key benefits include:</p> <ul style="list-style-type: none"> Up to 20 hours/year of live support (90 minutes per incident): <ul style="list-style-type: none"> Software installation Data acquisition Autofocus optimization Assay-specific analysis support, and more Priority response Access to a highly qualified team specializing in solving advanced imaging problems Dedicated support to optimize your imaging assay setup 	<p>Initial consultation included with MDCare PhD Plan:</p> <ul style="list-style-type: none"> One-hour consultation about your specific assay Estimate on costs to implement solution <p>Essential development:</p> <ul style="list-style-type: none"> Tailored solution designed for your assay Custom acquisition protocol Tailored analysis routine Image and data management Confidently move from assay development to screening 	<p>Single incident coverage that includes:</p> <ul style="list-style-type: none"> Priority response Up to 90 minutes of PhD qualified active support Assay-specific analysis support Software installation 100% of value can be credited towards MDCare PhD Plan within 15 days

Contact Molecular Devices Technical Support at 1.800.635.5577 (option 3) or support@moldev.com 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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