

SERVICE AND SUPPORT PLANS



INSTRUMENTATION SERVICE PLANS

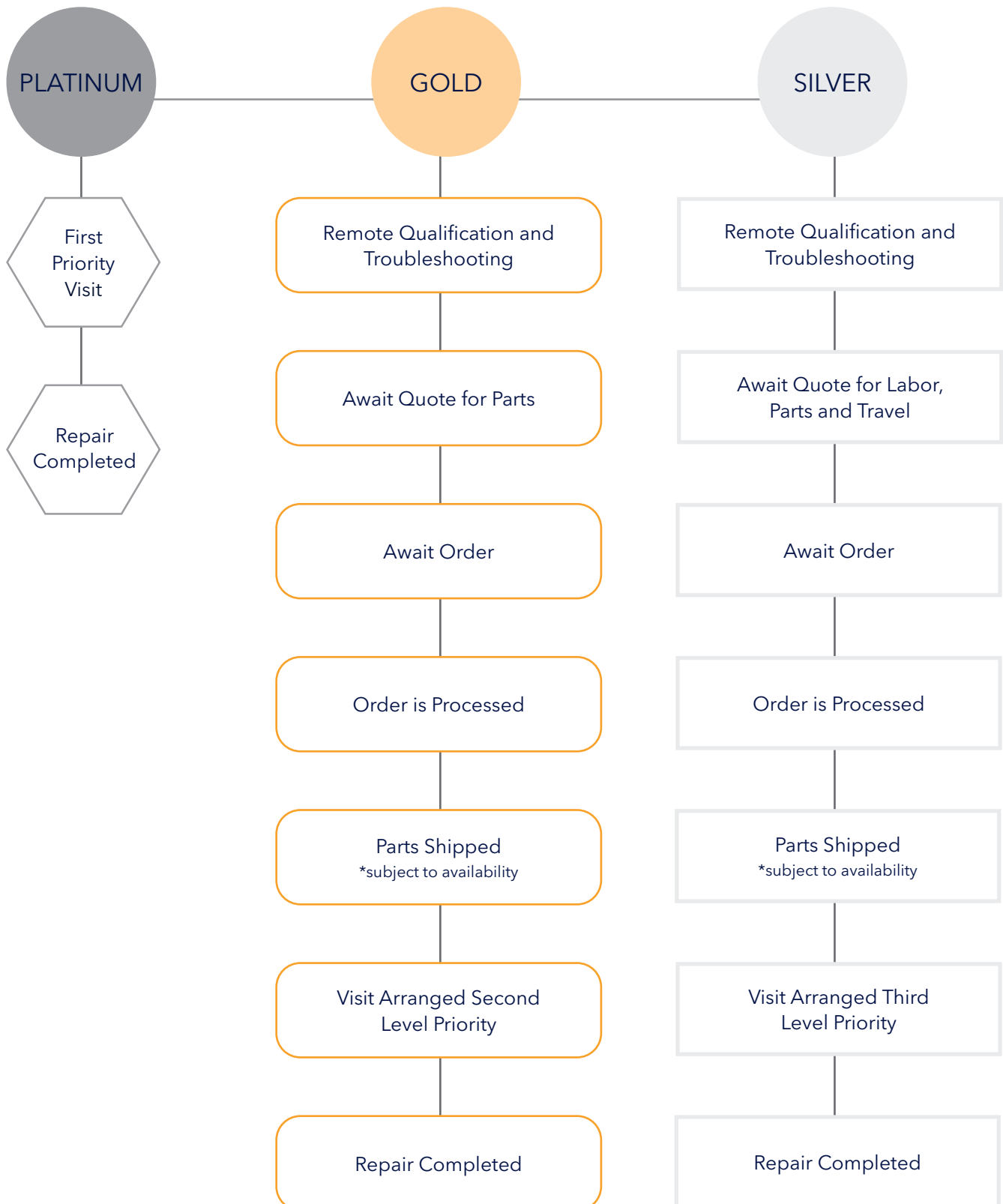
PROTEINSIMPLE, A BIO-TECHNE BRAND, IS HERE TO SUPPORT YOUR RESEARCH AT EVERY STEP OF THE WAY.

We have a variety of plans that will fit your requirements. All plans include an annual preventative maintenance which assists in keeping your instrument and your research running smoothly. In the event something does go wrong, you can have the peace of mind that you will have the best technicians ready to get your research back up and running quickly.

PLATINUM	GOLD	SILVER
All-inclusive package where we minimize instrument downtime by offering our highest priority response time and a ready supply of parts.	Enhanced coverage including repair time, annual maintenance, fewer workflow disruptions, and optimized laboratory productivity.	To protect your lab with annual/on-site maintenance, technical support and software updates.

FEATURE	PLATINUM	GOLD	SILVER
Phone and Email Technical Support	✓	✗	✓
Complete System Coverage	✓		
Unlimited On-Site Repair Visits (Travel & Labour)	✓	✗	
Parts Required for Repair	✓		
Maintenance Location	ON SITE	ON SITE	ON SITE
Replacement Parts	✓ ⁽¹⁾	N ⁽²⁾	N ⁽²⁾
Software Updates ⁽³⁾	✓	✗	✓
Annual On-Site Preventative Maintenance	✓	✗	✓
(1) Separate computers are covered when parts are included in the service plan level. Separate computers are sometimes covered by manufacturer warranties that are longer than the standard Protein Simple warranty period. Contact Technical Support for coverage details. (2) 10% discount on repair parts. (3) Offered at time of on-site visits by engineer. Remote updates available at all times FULL TERMS AVAILABLE UPON REQUEST			

PRODUCT LINE	INSTRUMENT TYPES	PLATINUM	GOLD	SILVER
Biologics	iCE 3™, Maurice, MFI™	*	*	*
Simple Western™	Wes/Jess	*	*	*
	Sally (Sue)™	*	*	*
	Peggy (Sue)™/NP™1000	*	*	*
Single Cell	Milo™	*	-	*
	Scanner	*	-	*
Imagers	FluorChem™/Alphamager®	EU DEPOT ONLY		
Simple Plex	Ella	*	*	*
* Available -Not Available				



MEET OUR SERVICE TEAM

ProteinSimple, a Bio-Techne brand have an international team of highly qualified and experienced Field Service Engineers (FSE) and Field Application Scientists (FAS) that are ready to support your organization with your technical requirements. From installations, IQ/OQs, re-qualifications, repairs, troubleshooting, relocations or other activities, we have got you covered!

TWAN
FSE

CHRIS
FSE

KAI
SERVICE MANAGER

IAIN
SW SERVICE SPECIALIST

JERRIT
FSE

ADRIAN
FSE

FRANZ
FSE

BRUNO
FSE

EMMANUEL
FSE

ANDREAS
FSE

CHRISTOPH
FSE

LAURENCE
FAS

SASKIA
FAS

SYBILLE
FAS

BENJAMIN
FAS

ELAINE
FAS

CARSTEN
FAS & SCIENCE MANAGER

UDO
FAS

TRAINING SUPPORT

At Bio-Techne, we have a range of training programmes to suit your needs. Training is conducted either face to face or remotely. Our dedicated team of Field Applications Scientists are here to ensure you get the most from your systems.

DO YOU HAVE NEW STARTERS? ARE YOU LOOKING TO LEARN MORE?

Take a look at our Bio-Techne online Training Academy. Here you will find a wealth of information for all user experience levels. For new users, we have dedicated new user training programme, with certification on completion to assist your team's professional development. There are online workshops with tricks, tips and best practices, a live "Ask the Experts Channel" and a dedicated owner's centre. This centre allows you to access essential instrument documentation.

Registration is open to all system users; it is easy to sign up and free of charge.

Register today to start learning | proteinsimple.docebosaas.com



HEAR FROM OUR CUSTOMERS



'I do appreciate the premium quality service and support! Doing business with Protein Simple (a Bio-Techne brand) means a two-way collaboration based on trust and expertise!'

Mindaugas Puplevicius-Biotecha
UAB-Lithuania

HEAR FROM OUR TEAM



"Leading the European Service Engineer Team is a real privilege. I'm proud to say that this is a Team that delivers great support to our customers every day, in all kind of organizations. We work hard to deliver our service on time, on budget, and with the highest possible level of quality"

Kai Ruschenbusch, EMEA Service Manager

The European Service Team is driven to ensure our customers are getting the maximum benefit out of their instruments. We build partnerships with customers like you to help you achieve your research goals.

WHERE SCIENCE INTERSECTS INNOVATION™



bio-technne®
bio-technne.com

R&D SYSTEMS

**NOVUS
BIOLOGICALS**

TOCRIS

proteinSimple

ACD™

exosomeDx

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