



A LITTLE PEACE OF MIND FOR YOUR SIMPLE WESTERN SYSTEMS

ProteinSimple is here to support your research at every step of the way, from picking the perfect instrument, helping advance your research, to troubleshooting if things aren't going as expected. Our service plans are designed to ensure that you get the performance you need for your long-term studies.

We have a variety of plans that will fit your needs and protect your instrument investment, letting you focus on your research. All plans include an annual preventative maintenance to keep your instrument in tip-top shape and your research running smoothly, and with our Gold or Platinum options, we'll even perform all the work at your facility. And in the event that something goes wrong, you'll have the peace of mind that you'll have the best technicians ready to get your research up and running quickly.

	SILVER	GOLD		PLATINUM		
	JESS/ABBY/WES SYSTEMS	JESS/ABBY/WES SYSTEMS	SALLY SUE SYSTEMS	JESS/ABBY/WES SYSTEMS	SALLY SUE SYSTEMS	PEGGY SUE & NANOPRO 1000 SYSTEMS
Phone and Email Support	•	•	•	•	•	•
Service Location	Depot	On-Site	On-Site	On-Site	On-Site	On-Site
Complete System Coverage	•	•	•	•	•	•
Labor	•	•	•	•	•	•
Replacement Parts	•	Extra	Extra	•	•	•
Loaner Instrument	•	N/A	N/A	N/A	N/A	N/A
Shipping Costs	Split	N/A	N/A	N/A	N/A	N/A
Software Updates	•	•	•	•	•	•
Preventative Maintenance	•	•	•	•	•	•