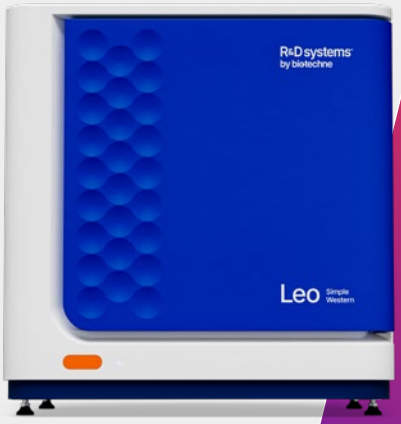
R&D systems™
by biotechne

Instrument Service & Support Plans



We know that reliable instruments are the backbone of productive research.

Our service and support plans are built to give you confidence, continuity, and control—whether you need complete coverage or selective, budget-friendly support. We offer a full suite of service plans designed to protect your investment, minimize downtime, and maintain peak performance beyond the instrument warranty period. Each tier includes an annual preventive maintenance visit to safeguard performance, while our experienced technicians ensure issues are resolved quickly and effectively. The included annual preventive maintenance inspection ensures your instrument is running at peak performance and up to manufacturer specification for reliable and trustworthy results.

With flexible options designed for academic, government, and industry labs alike, our plans protect your investment and help you keep your work on track.

Service Plan Features

Feature	Platinum at Purchase	Platinum	Gold	Silver	Depot
Maintenance Location	On-site	On-site	On-site	On-site	Depot
Annual Preventive Maintenance	✓	✓	✓	✓	✓ at Depot
Repair Labor	✓	✓	✓	10% discount	✓
Repair Travel	✓	✓	✓	10% discount	N/A
Repair Parts	✓	✓	10% discount	10% discount	✓
Shipping & Packing	✓	✓	✓	✓	✓
Software Updates*	✓	✓	✓	✓	✓
Technical Support	✓	✓	✓	✓	✓
Scheduling Priority	Priority 1	Priority 1	Priority 2	Priority 3	N/A
Advanced Training Token	✓	—	—	—	—
Start Time	Immediate from installation	Post Warranty	Post Warranty	Post Warranty	Post Warranty
Bio-Techne Academy Training Access	✓	✓	✓	✓	✓

*Offered at the time of on-site visits by engineers. Remote updates available.
For all service plans except Depot Plans, instrument repairs are completed at the installation site whenever possible. If on-site repair is not feasible, the instrument will be sent to the Depot for repair. Shipping and packing costs are covered when parts are included as part of the service plan.
Verification Cartridge is provided during Ella PM.
Full terms are available upon request.

Platinum at Purchase

Platinum at Purchase offers exceptional value by delivering uninterrupted Platinum-level service from the moment your instrument is installed. The plan enhances your first-year warranty to full on-site Platinum coverage and continues with a 12-month Platinum service contract, ensuring two years of top-tier support. With unlimited on-site service, full coverage of repair parts, labor, and travel, and one annual preventive maintenance visit with all materials included, this plan provides complete peace of mind. Priority scheduling minimizes downtime, while included advance training tokens support advanced skill development for your team.

Platinum

Platinum coverage provides on-site repair labor, travel, and parts, plus an annual preventive maintenance visit. First level priority ensures rapid response and minimal downtime.

Gold

Gold coverage includes on-site repair labor and travel, plus an annual preventive maintenance visit. Repair parts are quoted and purchased separately.

Silver

Silver provides an annual on-site preventive maintenance visit. All repair labor, parts, and travel are quoted and purchased separately.

Depot

Depot service provides mail-in repair support including repair labor and parts, plus an annual depot PM. Shipping both ways is included.

Advanced Training Tokens with Platinum at Purchase plans give you flexible access to expert-led training and support when and how you need it. Use tokens for advanced topics, tailored sessions, or quick refreshers to keep your team confident and productive on the instrument. Examples of advanced training topics are below.

Simple Western Instruments	Ella	Maurice Instruments	MFI
Simple Western Multiplexing method development	Assay optimization	Turbo CE-SDS Cartridge training	Advanced Filter selection
Vector Characterization (VP ratios, Empty/Full)	Using unvalidated sample types	SupersoniciEF method development	Advanced Image Analysis
Normalization	Open cartridge development	iCE3 to Maurice consultation	Advanced Batch Development Techniques for Lowering Baseline
Relative Potency Assay Development	Bridging between assays	Fractionation consultation	
Standard Curve Advanced Training	Performance and validation characterization	Vector Characterization (VP ratios, Empty/Full)	
Long term study design		Empower or Chromeleon Software Drivers	

Service Plans Available by Instrument

Platform	Instrument	Platinum at Purchase	Platinum	Gold	Silver	Depot
Capillary Electrophoresis	Maurice Instruments, MauriceFlex	✓	✓	✓	✓	—
Micro-Flow Imaging	MFI	✓	✓	✓	✓	✓
Simple Plex	Ella	✓	✓	✓	✓	✓
Simple Western	Abby, Jess	✓	✓	✓	✓	✓
	Leo	✓	✓	✓	✓	—
	NanoPro 1000	—	✓	✓	✓	—
Single-Cell Western	Milo	—	✓	—	✓	—
Cell Sorter & Dispenser	Pala	—	✓*	—	✓	—

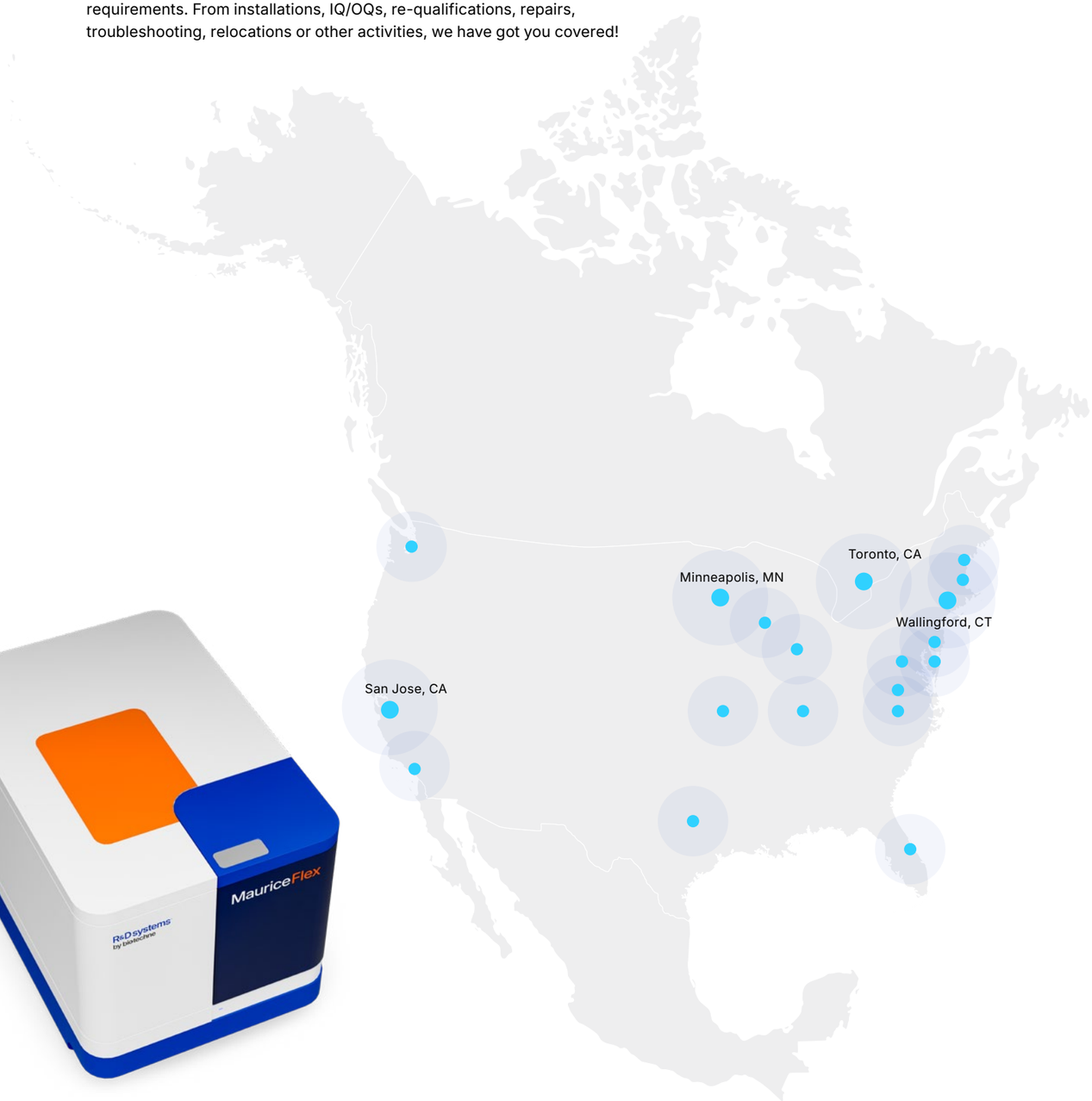
*This plan provides unlimited services at a Bio-Techne depot repair facility, including costs for shipping/packaging to and from the repair facility.

Instrument Repair Workflow

Platinum at Purchase & Platinum	Gold	Silver	Depot
Remote Qualification and Troubleshooting	Remote Qualification and Troubleshooting	Remote Qualification and Troubleshooting	Remote Qualification and Troubleshooting
Parts Ordered & Shipped	Request Quote for Parts	Request Quote for Labor, Parts and Travel	Package Instrument & Ship to Depot
Visit Arranged First Level Priority	Await Order	Await Order	Instrument Shipped
Repair Completed	Order is Processed	Order is Processed	Arrive at Depot and Repair Completed
	Parts Shipped *Subject to Availability	Parts Shipped *Subject to Availability	Instrument Shipped Back to Lab
	Visit Arranged Second Level Priority	Visit Arranged Third Level Priority	
	Repair Completed	Repair Completed	

Meet our Support Teams

Bio-Techne has a team of highly qualified and experienced Field Service Engineers (FSE), Field Application Scientists (FAS) and Technical Service teams 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!



Field Service Engineers (FSEs)

Our Field Service Engineers provide expert, hands-on support to keep your instruments performing at their best. Services include:

- **Installation & Qualification:** Professional installation, configuration, and qualification to ensure your system is set up correctly and operating as intended.
- **Preventive Maintenance:** Routine inspections and preventive care to maximize system reliability, performance, and uptime.
- **Troubleshooting & Repairs:** Rapid diagnosis and resolution of hardware issues to restore functionality and minimize disruption.
- **On-Site Technical Support:** Instrument relocations, software upgrades, and general on-site assistance to support evolving system and performance needs.

Field Application Scientists (FAS)

Our FAS team offers expertise to help you optimize and apply your instruments to your research workflows. They provide scientific support and application-related guidance, including:

- **Training & Education:** Delivering in-depth training on instrument operation, best practices, troubleshooting, and experimental workflows.
- **Application Support:** Advising on experimental design, instrument settings, and data analysis to achieve research goals.
- **Advanced training:** Transforming your team from basic users into confident experts.

Technical Support Teams (TS)

Our TS Instrument team specializes in remote troubleshooting and providing guidance on product usage and application support. Their services include:

- Resolving instrument-related issues via phone, email, chat, or virtual support.
- Providing software assistance and troubleshooting.
- Offering guidance on assay development, consumables, reagents, and accessories for optimal instrument performance.

Training Support

Empower your team with the knowledge they need to use your system to their fullest potential. Whether you prefer face-to-face instruction or remote guidance, our Field Application Scientists deliver hands-on support tailored to your workflow and experience level.

Bringing on new team members? Looking to expand your instrument usage?

The Bio-Techne Academy is your gateway to continuous learning. Explore new-user training with certification, expert workshops, tips and best practices, and a dedicated Owner's Center packed with key instrument documentation. Registration is simple, free, and open to all users.

Begin your training at **academy.bio-techne.com**
Need help? Contact **SCT@bio-techne.com**

bio-techne academy

R&D systems by bio-techne

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