



# Service and Support Plans

biotechne®

# Instrumentation Service Plans

Bio-Techne 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 Engineers ready to get your research back up and running quickly.

PLATINUM



All-inclusive package where we minimize instrument downtime by offering our highest priority response time and a ready supply of parts.

GOLD



Enhanced coverage including repair time, annual maintenance, fewer workflow disruptions, and optimized laboratory productivity.

SILVER



To protect your lab with annual on-site maintenance, technical support and software updates.

## Key Benefits

	Annual On-Site Preventative Maintenance	Software Updates <sup>(1)</sup>	Phone and Email Technical Support	On Site Maintenance	Unlimited On-Site Repair Visits (Travel & Labour)	Parts Required for Repair	Complete System Coverage <sup>(2)</sup>
Platinum	✓	✓	✓	✓	✓	✓	✓
Gold	✓	✓	✓	✓	✓	✗	✗
Silver	✓	✓	✓	✓	✗	✗	✗

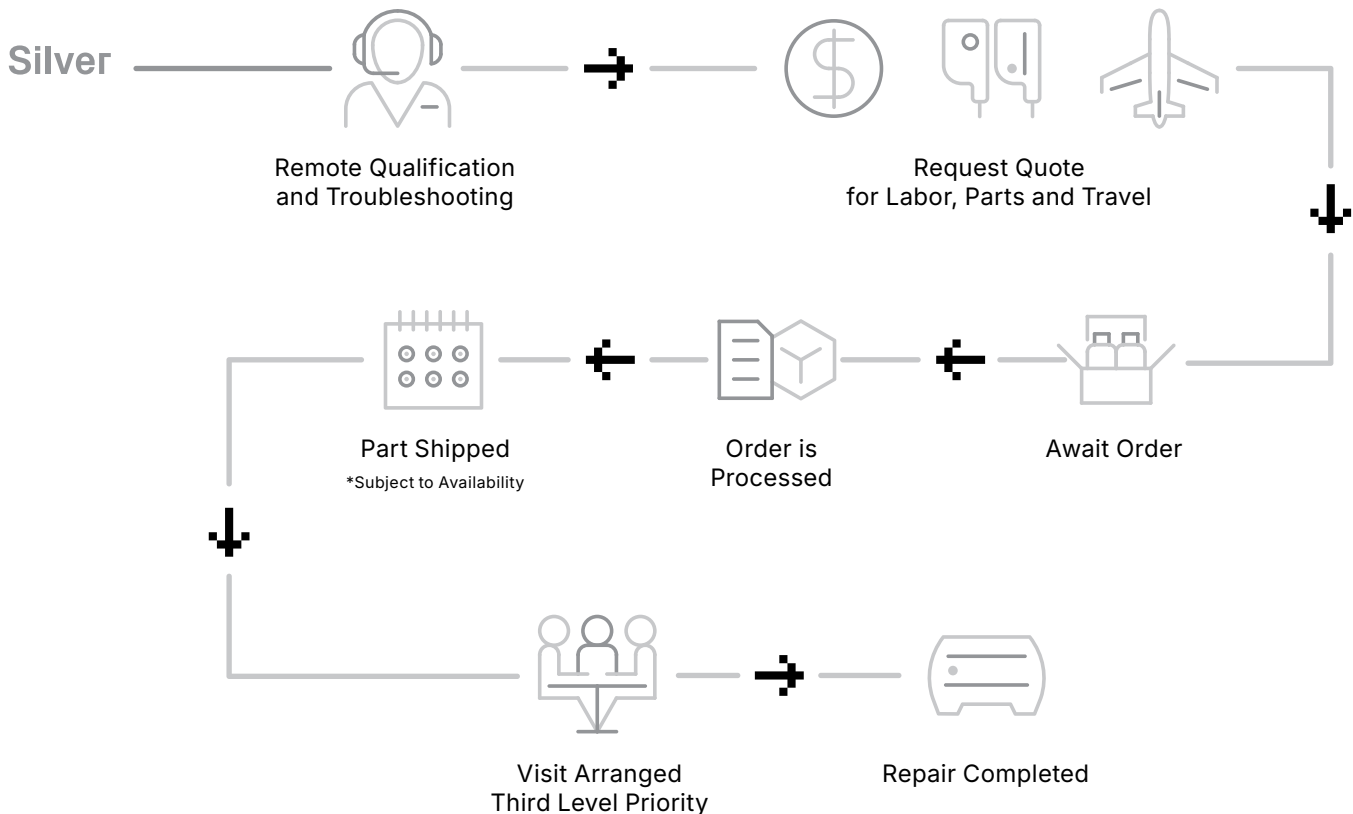
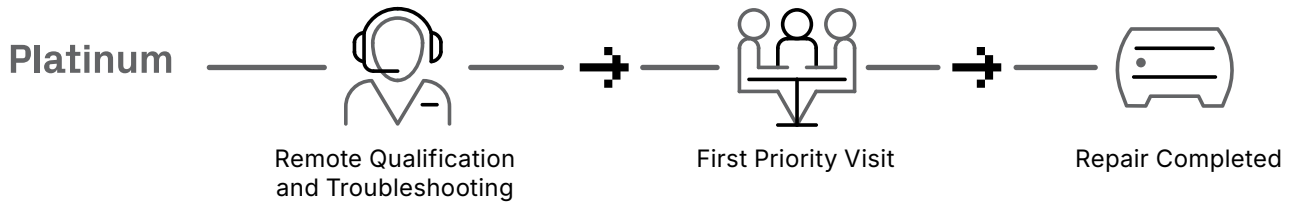
## Instrument Types

	iCE 3™	Maurice	MauriceFlex	MFI™	Abby	Wes	Jess	Leo	Sally (Sue)™	Peggy (Sue)™	NP™1000	Ella	Pala	Milo™	Scanner
Platinum	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Gold	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Silver	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

<sup>(1)</sup> Offered at time of on-site visits by engineer. Remote updates available at all times. FULL TERMS AVAILABLE UPON REQUEST. <sup>(2)</sup> Complete System Coverage and all-inclusive package, where we minimize instrument downtime by offering our highest priority response time and a ready supply of parts.

All Ella Service plans will come with a Verification Cartridge which will be replaced at point of the PM Visit. Requalification is NOT included in any of the service plans.

# Support Workflow



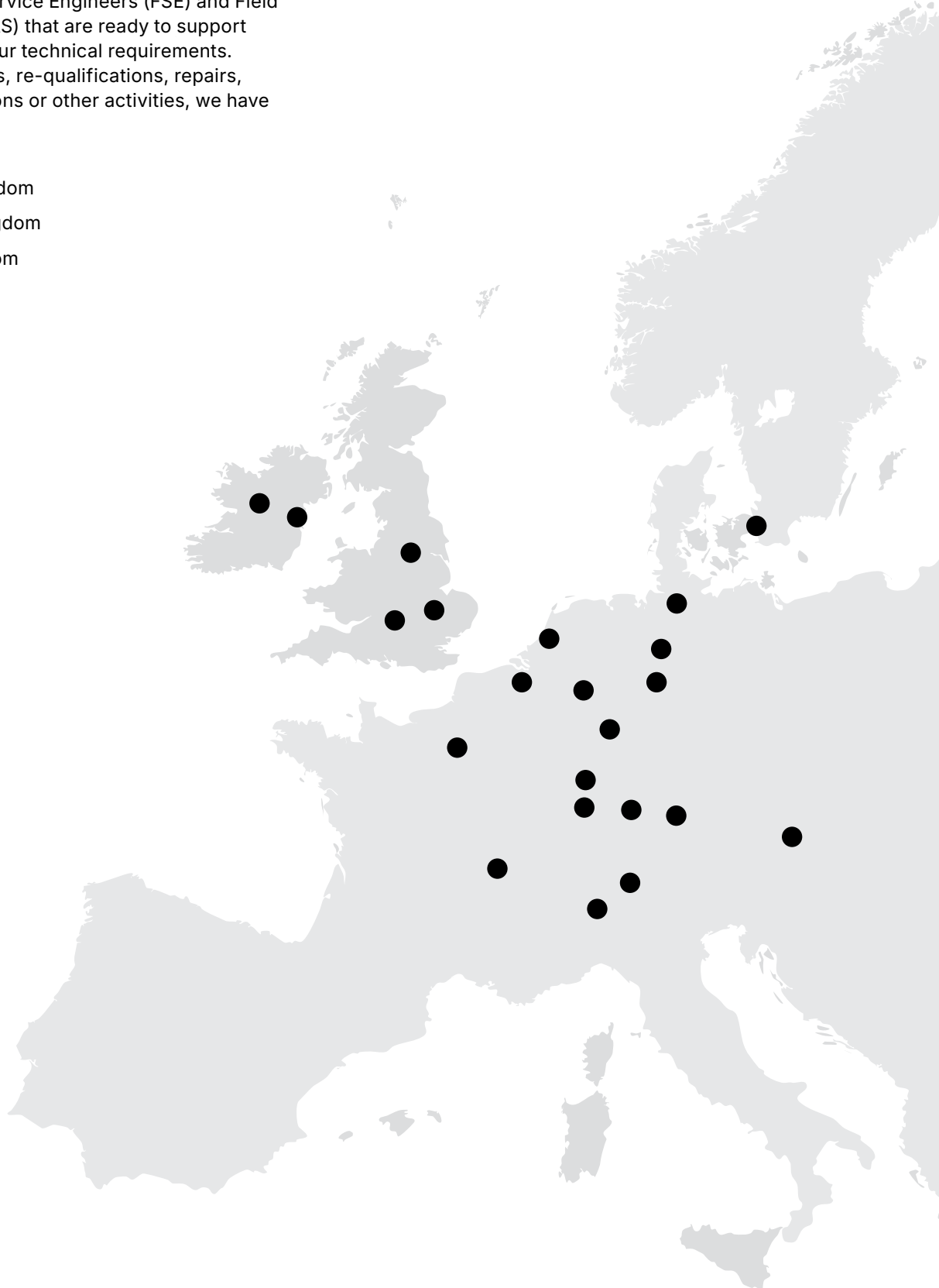
# Meet Our Service Team

SERVICES

- Field Application Scientists
- Field Service Engineer
- Service Sales Specialist
- Technical Services

Bio-Techne has 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!

- Abingdon, United Kingdom
- Cambridge, United Kingdom
- Sheffield, United Kingdom
- Dublin, Ireland
- Athlone, Ireland
- Utrecht, Netherlands
- Paris, France
- Lyon, France
- Strasbourg, France
- Brussels, Belgium
- Wiesbaden, Germany
- Cologne, Germany
- Freiburg, Germany
- Hamburg, Germany
- Göttingen, Germany
- Munich, Germany
- Biberach, Germany
- Hanover, Germany
- Vienna, Austria
- Basel, Switzerland
- Copenhagen, Denmark
- Milan, Italy



# 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  
[academy.bio-techne.com](https://academy.bio-techne.com)

Contact us  
[bte-servicesales@bio-techne.com](mailto:bte-servicesales@bio-techne.com)

## Hear From Our Customers

"I do appreciate the premium quality service and support! Doing business with Bio-Techne 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.







## Contact Us

**Global** [info@bio-techne.com](mailto:info@bio-techne.com), [bio-techne.com/find-us/distributors](https://bio-techne.com/find-us/distributors)

**North America** TEL 800 343 7475

**Europe // Middle East // Africa** TEL +44 (0)1235 529449

**China** [info.cn@bio-techne.com](mailto:info.cn@bio-techne.com), TEL 400.821.3475

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Analytical Instruments, and Precision Diagnostics.

**INCLUDES** R&D Systems™ Novus Biologicals™ Tocris Bioscience™ ProteinSimple™ ACD™ ExosomeDx™ Asuragen® Lunaphore™