



Labcyte®

SERVICE AND MAINTENANCE

BROCHURE

Version 1.1 | MAY 2017



LABCYTE INC.
170 Rose Orchard Way
San Jose, CA 95134
USA

Toll-free: +1 877 742-6548 | Fax: +1 408 747-2010



Labcyte Service and Maintenance

Maximize Your Instrument Performance

Timely service and preventative maintenance are essential for optimal instrument performance and data quality. Labcyte provides global field service support with local personnel in the United States, United Kingdom, Europe, and Asia. In addition to field support, we have support and instrument maintenance facilities in the United States, Europe, and Asia.

Expand the Possibilities of Your Applications

Labcyte provides applications support with every instrument purchased. We have local applications support in the United States, United Kingdom, Europe, and Asia. Our application scientists provide applications support and training on all Labcyte products - helping you maximize the utility of the Echo Liquid Handler and Access Laboratory Workstations.

| SERVICE OPTIONS | GOLD | SILVER | Time and Materials |
|--|--|---|---|
| <i>Labcyte offers a range of service contract options for the Echo Liquid Handler to fit every lab's needs and budget.</i> | GOLD: Gold contracts are for customers who want worry-free operation and for whom minimizing downtime is critical. Gold contracts have a guaranteed phone response time of 8 business hours or less and an on-site response within 3 business days. | SILVER: Silver contracts are for laboratories on a budget that still want the peace of mind of having their instruments on a service contract. Silver contracts have a guaranteed phone response time of 12 business hours or less and an on-site response within 5 business days. | Time and Materials: Contracts customized for service visits on an as-needed basis. |
| Term | 1 year | 1 year | N/A |
| Terms of payment | Pre-paid | Pre-paid | Net 30 |
| Renewal period | Annual | Annual | N/A |
| Preventative maintenance visits | 1 per year | 1 per year | N/A |
| Warranty on service parts | 90 days | 90 days | 90 days |
| Service response time | Not to exceed 8 business hours | Not to exceed 12 business hours | Variable |
| On-site response time | Not to exceed 3 business days | Not to exceed 5 business days | N/A - requires pre-screening and creation of PO |
| Parts and materials | Included | Billable with 10% discount | Billable |
| Labor rate for service visits | Included | Hourly with 20% discount | Hourly |
| Zone charge | Included | Varies with 20% discount | Varies by region |
| Per diem charge after 1st day of service visit | Included | Daily | Daily |
| Phone support | Unlimited | Unlimited | Limited |
| Email support | Unlimited | Unlimited | Limited |
| "Remote" support sessions | Unlimited | Unlimited | Charge after 1st hour |
| User interface software | Maintenance and bug fixes | Maintenance and bug fixes | Maintenance and bug fixes |
| Applications software | Maintenance and bug fixes | Maintenance and bug fixes | Maintenance and bug fixes |
| Software updates | Maintenance and bug fixes | Maintenance and bug fixes | Maintenance and bug fixes |

Service Contracts

Echo Liquid Handler Service Contracts



All contracts include 1 year coverage on the Echo Liquid Handler.

| | CATALOG NO. | |
|-----------------|--------------|--------------|
| | GOLD | SILVER |
| Echo 555 | LSA-555-Gold | LSA-555-Slvr |
| Echo 550 | LSA-550-Gold | LSA-550-Slvr |
| Echo 525 | LSA-525-Gold | LSA-525-Slvr |
| Echo 520 | LSA-520-Gold | LSA-520-Slvr |

Access™ Laboratory Workstation Service Contracts

All Access Workstation contracts include 1 year of coverage for all Labcyte manufactured components and accessories. This includes lid removal shelves, barcode reading shelves, tables, integration kits, shelves, enclosures, cables, and the utility hub. All third party devices and the Echo Liquid Handler must be covered separately.

| | CATALOG NO. | |
|---------------------------|------------------|--------------------|
| | GOLD | SILVER |
| Access Workstation | LSA-ACCBASE-Gold | LSA-ACCBASE-Silver |

Integrated 3rd-Party Device Coverage for Access Workstations

In most cases, service contracts that provide warranty coverage for third party devices are available directly from Labcyte. In such cases, Labcyte will serve as a single point of contact for all services related to the entire Access Workstation.

Contact your sales representative for a list of service contracts available for third party devices.

CONTACT INFORMATION

CUSTOMER SERVICE

orders@labcyte.com

SALES OFFICES

- US / CANADA**
 Toll-free: **877 742-6548**
info-us@labcyte.com
- EUROPE**
+353 1 679 1464
+49 2841 8849 311
info-europe@labcyte.com
- ASIA PACIFIC**
+61 39018 5780
info-asia@labcyte.com
- JAPAN**
+81 72 730 6790
info-japan@labcyte.com

TECH SUPPORT

support@labcyte.com



LABCYTE INC.

170 Rose Orchard Way
San Jose, CA 95134
USA

Toll-free: +1 877 742-6548 | **Fax:** +1 408 747-2010

SALES

| | | |
|----------------------|------------------|--|
| North America | +1 408 747-2000 | info-us@labcyte.com |
| Europe | +353 1 6791464 | info-europe@labcyte.com |
| Japan | +81 03 5530 8964 | info-japan@labcyte.com |
| Asia | +61 39018 5780 | info-asia@labcyte.com |
| Other | +1 408 747-2000 | info-us@labcyte.com |

All product names and brands are properties of their respective owners.

© 2017 **LABCYTE INC.** All rights reserved. Labcyte®, Echo®, MicroClime®, the Labcyte logo, and Access™ are registered trademarks or trademarks of Labcyte Inc., in the U.S. and/or other countries.

FOR RESEARCH USE ONLY. Not for use in diagnostic procedures.

BRH-LSMC-1.1
MAY 2017