



Instrument Service Plans

We've Got You Covered

Simplifying Progress

SARTORIUS

Protect Your Instrument

By investing in a Sartorius instrument, you have taken the first step towards your next scientific breakthrough. Our Technical Support Team and Field Service Engineers are committed to supporting you on your journey and keeping your instrument working optimally for years to come.

Our team is on hand to provide technical guidance and support in the event that instrument problems might arise. Our service plans are designed to simplify this process, while ensuring optimal performance, extended instrument life, predictable costs, and minimal downtime.

Instruments Covered:

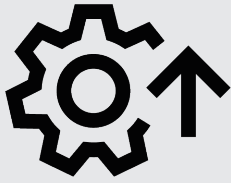
- Octet® BLI
- Octet® SF3
- iQue®
- Incucyte®
- CellCelector Flex



Your Key Benefits

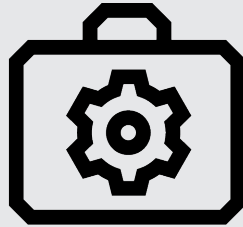
Optimal Performance

Extended instrument lifetime and trouble-free operation



Long Service Life

Long-term access to service and original spare parts



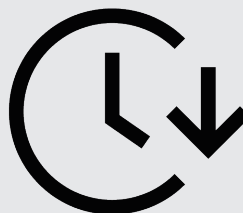
Access to Expertise

Factory-trained service engineers and application specialists



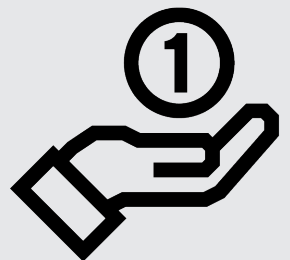
Predictable Costs

Full cost control with fixed-price service plans



Reduced Downtime

Priority service when it matters the most



Long-Term Savings

Avoid costs of major repairs or instrument replacement

Tailored Service Plans

Select the plan that best aligns with your laboratory's needs and experience the convenience of our best-in-class services with easy access to local service engineers.





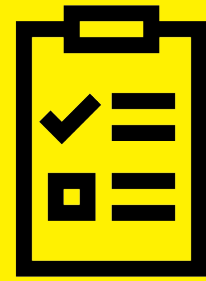
Preventive Plan No More Worries

Enjoy uninterrupted performance with preventive care, application support, software upgrades, and comprehensive expense coverage in case of downtime.



Lightning Plan Faster Response Time

Get fast response times and expedited on-site service for your mission-critical instruments so you can return to generating data as quickly as possible.



Compliance Plan Always Audit-Ready

Our all-in-one package for regulated environments ensures instrument performance, timely service, and full compliance so you are always ready for the next audit.



Service Plans at a Glance

	Preventive	Lightning	Compliance
Up to 3-Year Fixed Pricing	■	■	■
Application Support	■	■	■
Remote Support	■	■	■
Remote Diagnostics	■	■	■
Repair	■	■	■
Labor Costs	■	■	■
Travel Expenses*	■	■	■
Service Visits	Unlimited	Unlimited	Unlimited
Wear and Spare Parts	■	■	■
Software Maintenance**	■	■	■
Preventive Maintenance***	1x/year	1x/year	
Priority Service		■	■
Assigned Service Contact		Region-specific	Region-specific
Sterilization Service****		1x/year	1x/year
PM OQ***			1x/year
Compliance Certification			■

*Travel expenses may be charged separately, subject to prior agreement and depending on the country/ region.

**All service plans cover software updates and revisions, while Octet®, Incucyte®, and iQue® systems also benefit from complimentary upgrades to the latest software versions.

***For the Octet® RH96 instrument, the Preventive Plan and Lightning Plan include 2 preventive maintenances (PMs) per year, and the Compliance Plan includes 2 PM | OQ per year.

****Only for Incucyte® instruments. Sterilization Service availability varies by country. Please contact your local service organization to enquire whether this service is available in your region.

Note: Service plans do not cover the costs of packing, packaging, and shipment of instruments. Sartorius is offering full coverage service plans, up to the instrument age of 9 years. Beyond this age service coverage is available based on Time and Material Services. Please contact your local Sartorius partner for availability in your area. Restrictions may apply.

Ordering Information

	Preventive	Lightning	Compliance
Octet® N1		Depot Service Only	
Octet® R2	84MJFR2	84MKFR2	84MLFR2
Octet® R4	84MJFR4	84MKFR4	84MLFR4
Octet® R8	84MJFR8	84MKFR8	84MLFR8
Octet® RH16	84MJF16	84MKF16	84MLF16
Octet® RH96	84MJF96	84MKF96	84MLF96
Octet® SF3	84MJFF3	84MKFF3	84MLFF3
Incucyte® SX1	84MJEX1	84MKEX1	84MLEX1
Incucyte® S3	84MJES3	84MKES3	84MLES3
Incucyte® SX5	84MJEX5	84MKEX5	84MLEX5
iQue® BR	84MJDBR	84MKDBR	84MLDBR
iQue® BR (HD)	84MJDHD	84MKDHD	84MLDHD
iQue® VBR	84MJDVB	84MKDVB	84MLDVB
iQue® VYB	84MJDYB	84MKDYB	84MLDYB
CellSelector Flex	84MJA99	84MKA99	84MLA99
CellSelector Flex Flowbox	84MJAFB		

Prevention is Key

Preventive maintenance ensures the accuracy and reliability of your data and extends the lifespan of your equipment, making it a cost-effective strategy in the long run.

Our preventive maintenance consists of instrument-specific services, such as inspection, lubrication, cleaning, replacement of wear parts, calibration, functional tests, and documentation.

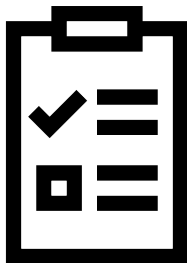
All three Sartorius service plans include annual on-site preventive maintenance. The cost of labor, travel, and wear and spare parts is included for labs under a Service Plan. Additional preventive maintenance visits are available at an additional cost.

Did You Know?

Plans that include preventive maintenance can give your lab these advantages:



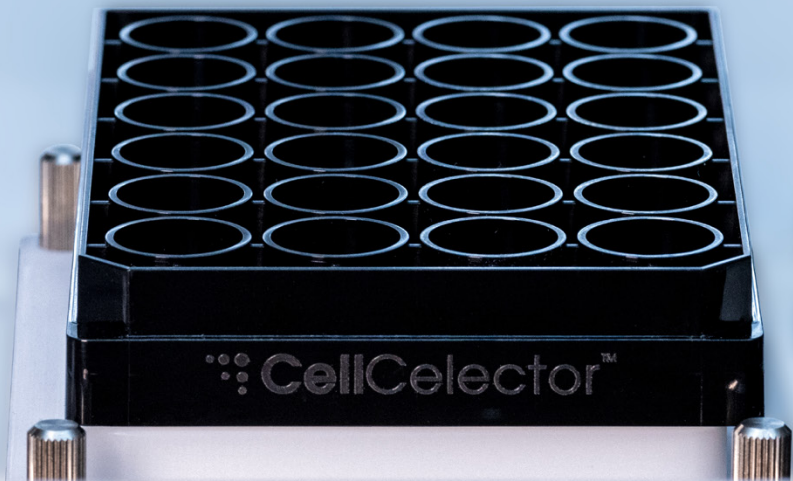
Reduction in number of repairs



Reduction in total cost of repairs



Fewer days of downtime per year



Avoiding Downtime

Timely servicing of instruments is essential in a competitive research environment, as any downtime can significantly impact productivity and delay critical discoveries.

Our Lightning and Compliance Plans provide priority access to both remote and on-site service, reducing your downtime to a minimum.

With priority service, you will receive an expedited response to your inquiry from our Service Support. If needed, an on-site service visit will be scheduled within 4 business days.

- **Helpdesk support: 1 business day***
- **On-site service: 4 business days****

* During business hours (Mon - Fri 9:00 a.m. - 4:00 p.m.), not on public holidays, different times of business hours and local absence is possible.

** Scheduling timeframe depends on availability of required components. Repair completion duration is not included in listed times.

Lightning and Compliance Plans



Service request triggers immediate priority support

Without Service Plan



Long process (cost estimate, PO generation, approvals) prior to dispatching



Compliance Assurance

Qualification services ensure that your instruments are installed, operating, and performing to manufacturer's specifications. They help you meet regulatory compliance requirements and qualify your instruments for operation in a GxP environment.

Our Compliance Plan covers Preventive Maintenance and Operational Qualification (PM | OQ) and provides all necessary documentation to demonstrate that your instrument adheres to manufacturing specifications following installation.

All qualification services, including Performance Qualification (PQ) and Preventive Maintenance (PM), are also available for purchase individually.

Three Steps of Qualification Testing

1

Installation Qualification (IQ)

Verification and documentation process that ensures that the instrument is installed correctly and according to the manufacturer's specifications

2

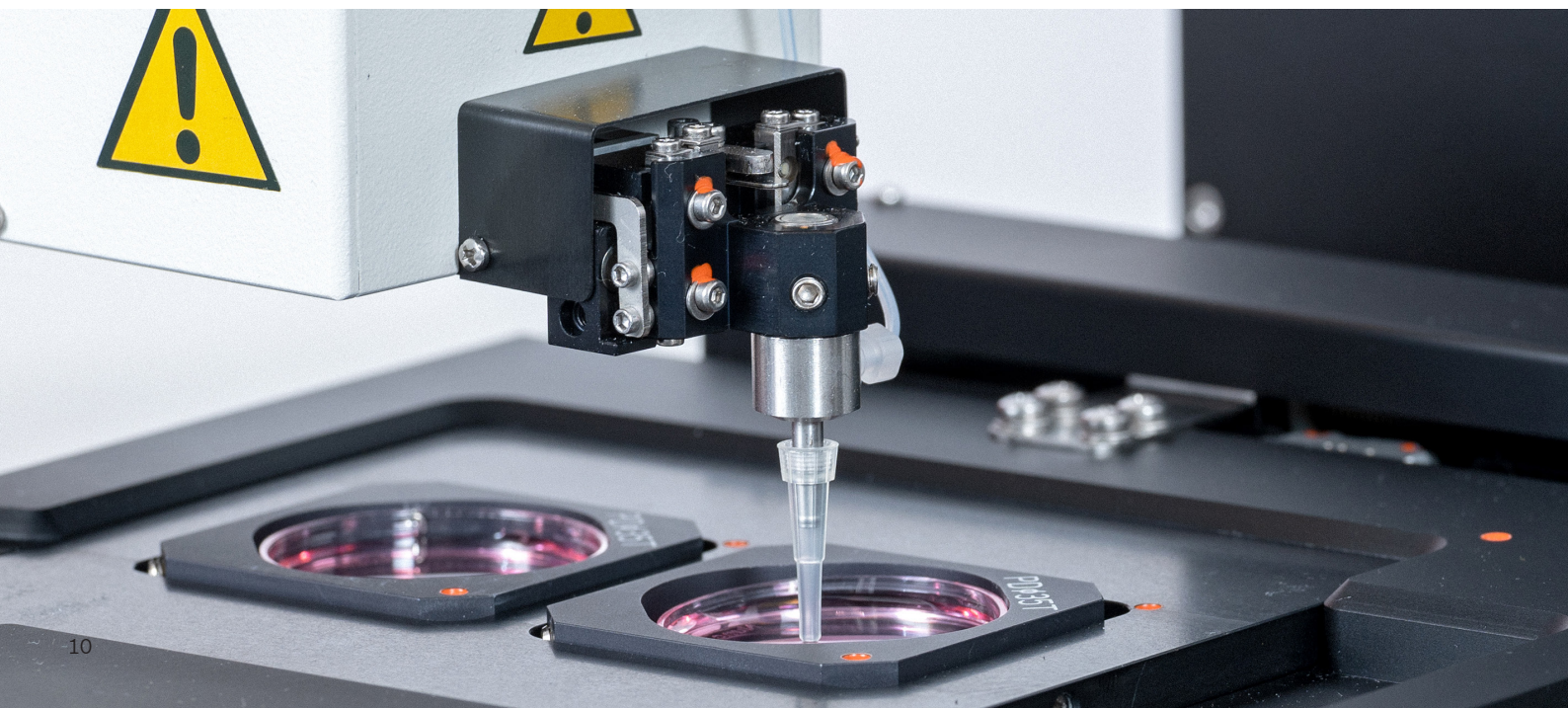
Operational Qualification (OQ)

Process of testing and documenting that the instrument operates consistently and as intended under specified working conditions

3

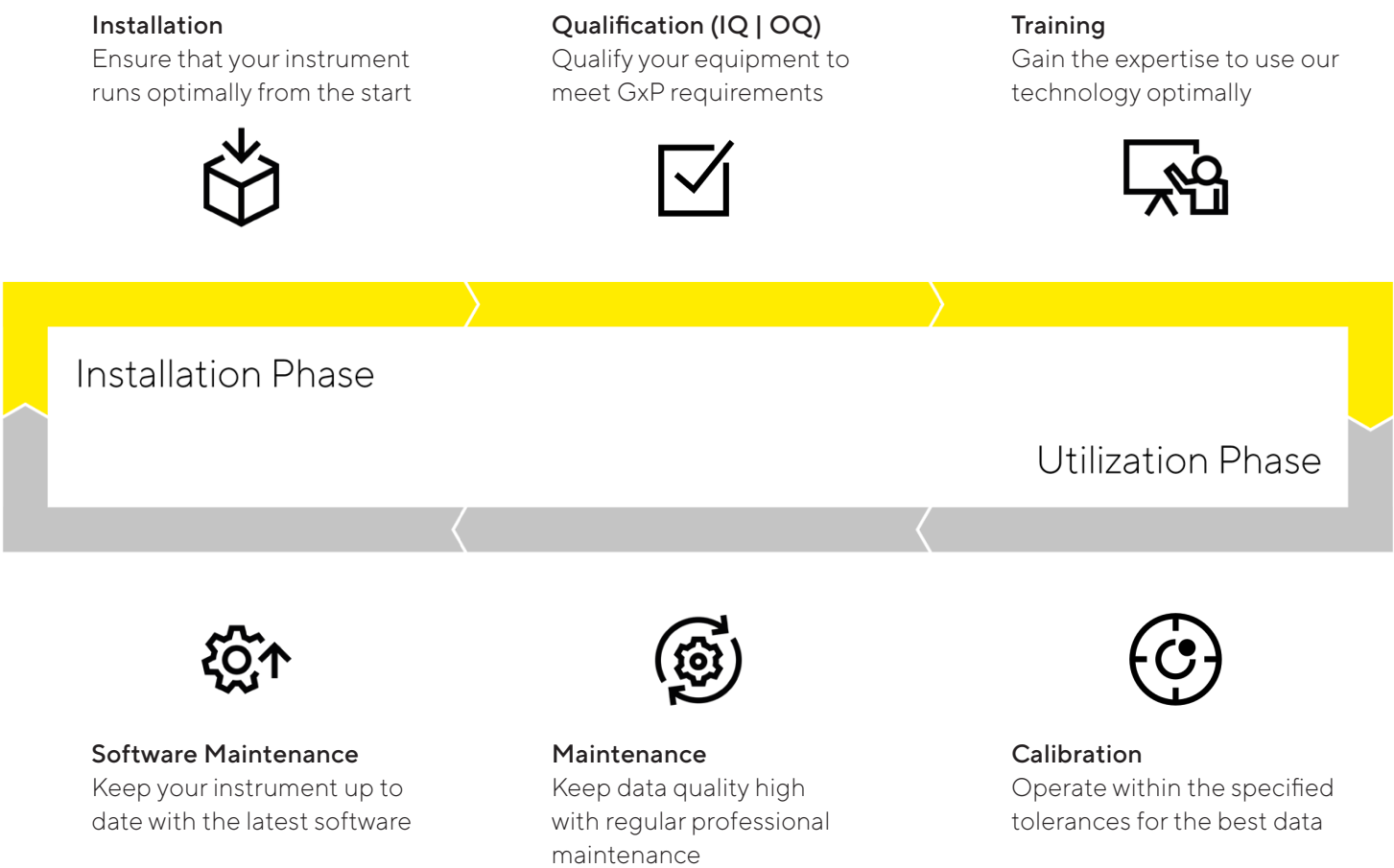
Performance Qualification (PQ)

Process of verifying and documenting that the instrument performs effectively and reliably under actual conditions and meets predefined criteria



Cover the Full Life Cycle

Our global service organizations provide comprehensive services over the entire instrument life cycle and assist you in running highly effective processes.



Global Technical Support

We have service centers with repair depots in three continents and expert level Field Service Engineers across the globe.



Save on Service Plans

Multi-Year Service Plan

Service plans are on a one-year term by default. Multi-year service plans (up to 3 years) lock in your pricing and help you avoid potential price increases during the term of the service plan.

Service Plan Upgrade

Service plan upgrades can be made at any time. A downgrade is not an option.

Exclusions

- Damage to the system and controller computer caused by the user or third party are not covered.
- Use of system outside of specifications, acts of nature, improper handling, unauthorized relocations, and non-approved software are not covered.
- Use of customer-supplied computers is not recommended. Support or repairs resulting from third party computers are not covered.



Out of Service Plan Costs

While we recommend service plan coverage for all our customers, we understand that this is not always possible.

Customers who are not covered by a service plan can still access our expert level troubleshooting and repair services on a time-and-materials, per job basis.

Our service plans help you avoid unexpected out-of-service plan expenses.



Full List of Services

Below is the complete list of for-purchase services for our Octet®, iQue®, Incucyte®, and CellSelector Flex instruments. Additional travel and labor fees may apply for instruments not covered by one of our Service Plans. Contact your local Sartorius Specialist to ask about services and pricing. Let us know if the service you need is not listed here and we will work with you on a solution.

	Octet® BLI	Octet® SF3	iQue®
Installation	■	■	■
IQ OQ	■	■	■
PQ	R8, RH16		
PM and/or PM OQ	■	■	■
On-Site Service Visit	■	■	■
Depot Service	■	■	■
Software Update/Upgrade	■	■	■
On/Off Site Sterilization*			
Pre-Move Packing	■	■	■
Instrument Moving	■	■	■
Post -Move Installation	■	■	■

	Incucyte®	CellSelector Flex
Installation	■	■
IQ OQ	■	■
PM	■	■
PM and/or PM OQ	■	■
On-Site Service Visit	■	■
Depot Service	■	
Software Update/Upgrade	■	■
On/Off Site Sterilization*	■	
Pre-Move Packing	■	■
Instrument Moving	■	■
Post-Move Installation	■	■

Note: Please contact your local Sartorius partner for availability in your area. Restrictions may apply.

*Sterilization Service availability varies by country. Please contact your local service organization to enquire whether this service is available in your region.

Installation

Professional installation is carried out by specially trained service engineers.

Instrument Packaging and Move

In the event of a relocation or shipment to the depot, we offer packaging materials, a pre-move packing service, and a moving service for an additional fee.

Wear and Spare Parts

All repairs and preventive maintenance use parts from the original manufacturer.

Sterilization

Sterilization includes a hydrogen peroxide sterilization of Incucyte® instruments, which is performed either on on-site or at the service depot.



CO₂ 警告 WARNING
漏気・ガス中毒防止
確認して下さい

注意 CAUTION
1 待機時など扉を開き、内部の温度が安定した状態で、外観を確認してください。
扉を開いた状態で、内部の温度が安定した状態で、外観を確認してください。
Please confirm the temperature of the incubator when the door is open.
Please confirm the temperature of the incubator when the door is open.

警告 WARNING
内部温度が安定した状態で、外観を確認してください。
Please confirm the temperature of the incubator when the door is open.


警告 WARNING
0.03 MPa
KEEP PROPER GAS PRESSURE TO AVOID
FALLBACK

Europe

Sartorius Lab Instruments GmbH & Co. KG
Otto-Brenner-Strasse 20
37079 Goettingen
Phone +49 551 308 0
Email: EMEA_BioA_Service@sartorius.com

USA

Sartorius Corporation
565 Johnson Avenue
Bohemia, NY 11716
Phone +1 631 254 4249
Toll-free +1 800 635 2906
Email: LPS.salessupport.na@sartorius.com

 For further contacts, visit
www.sartorius.com