

INSTRUMENT SERVICE

Quality. Reliability. Responsiveness.

At STEMCELL Technologies, our commitment to your research does not end when you purchase our products. Our service plans offer top quality support, maintenance, and custom services, freeing you to focus on your science.

STEMCELL stands behind the quality of every instrument it produces by providing you with:

- **An initial one-year Instrument Warranty**
- Complimentary remote technical support
- The option to extend warranty coverage by up to four additional years
- Instrument upgrade or replacement as needed during the warranty period
- Comprehensive warranty coverage, including all instrument repair costs
- Additional services: Preventative Maintenance, IQ/OQ/IPV Services, Service Training, and custom options for peak instrument performance

Instrument Warranty Includes:

- Immediate assistance by phone
- Remote technical support by an Instrument Specialist
- Same-day decision on recommended course of action
- Temporary replacement units (see Summary of Service Options for more details)
- On-site support by an Instrument Specialist
- All parts, labor, travel, and other expenses required to complete a repair

Need Technical Help?

Call: 1 800 667 0322 • +1 604 877 0713

Email: techsupport@stemcell.com

For Global Contact Details, visit www.stemcell.com.



STEMvision™



RoboSep™-S







RoboSep™-16



CellPore™ Transfection System

Instrument Service Options

STEMCELL Technologies offers four core service options to cover your basic instrument service needs:

-  Instrument Warranty
-  Preventative Maintenance
-  Installation Qualification, Operational Qualification, and Instrument Performance Verification (IQ/OQ/IPV)
-  "Break-Fix" Service

Instrument Warranty

Each instrument is provided with an initial one-year Instrument Warranty. Up to four additional years of warranty may be purchased at any time during an active warranty.

The warranty covers a wide range of services, including:

- Replacement parts, including defects in materials and workmanship in mechanical or electrical parts, components, or assemblies
- Labor for remote diagnostics and repair
- Software upgrades
- A temporary replacement unit, if required, for the duration of the repair, for applicable instruments (see Summary of Service Options for more details)
- Shipping/travel charges required during repair

Warranties do not cover instruments with missing or altered tamper seals or serial numbers, or problems arising from external causes such as accidents, abuse, misuse, unauthorized servicing using unapproved parts, or usage not in accordance with the Instrument User Manual.

STEMCELL is focused on ensuring that customers with Instrument Warranty experience a 99% uptime commitment for uninterrupted service reliability. Once remote diagnostics have been performed

and an instrument issue has been identified, our responsiveness targets for instruments in North America and Europe are:

- Same-day contact and decision on recommended course of action by an Instrument Specialist
- 48-hour on-site responsiveness by either a STEMCELL representative or a temporary replacement device

For responsiveness targets in other regions, please contact your STEMCELL representative.

Preventative Maintenance

A Preventative Maintenance (PM) visit is a proactive way to avoid unscheduled downtime from a potential service event, and also ensures that your instrument is routinely maintained. A PM visit may be purchased on its own, with a warranty, or added during an active warranty. You may purchase as many PM visits per year as appropriate for your instrument use and needs.

During the PM visit, the STEMCELL Instrument Specialist will advise you if your instrument needs upgrades or replacement parts. If you decide to upgrade or replace parts, the associated parts and labor costs will either be covered by your active warranty or will be charged to you.

For all STEMCELL Technologies instruments, Preventative Maintenance includes:

- Instrument decontamination and cleaning
- Software verification and upgrades
- Hardware and fastener verification
- Electrical card, cabling, and connector verification
- Full positional verification
- Required maintenance on drive systems
- Related shipping costs (if applicable)
- STEMCELL Technologies Preventative Maintenance certificate



Instrument IQ/OQ/IPV

Our instrument qualification services verify and document that your instrument is installed and functions in accordance with the instrument's specifications and quality characteristics. We provide audit-quality data of instrument performance for your records and for presenting to your regulatory body. We offer the following combined qualification services: Installation Qualification, Operation Qualification, and Instrument Performance Verification (IQ/OQ/IPV). The IQ procedures verify that the instrument is delivered and installed according to our specifications. We recommend that this is performed:

- At the time of instrument installation
- After the instrument is moved to a new location
- When additional components and functionality are added to the instrument

The OQ and IPV services offer confirmation of the accuracy and precision of your instrument and that your instrument is operating and performing as intended. We provide a comprehensive verification of your instrument to established specifications and help identify issues with your system arising from normal wear and improper use or maintenance. We recommend that OQ and IPV services are performed:

- After an IQ service

- Periodically in accordance with your standard operating procedures
- After a major repair as dictated by the IQ/OQ/IPV Protocol for the specific instrument
- As dictated by the IQ/OQ/IPV Protocol for the specific instrument

"Break-Fix" Service

If you do not have an active Instrument Warranty and are in need of a repair, our Technical Support team will perform remote diagnostics to the best of our ability and issue you a quote for the estimated repair, including time, materials and other expenses. Onsite or depot service will then proceed within five days of receipt of a Purchase Order (PO) for the estimated repair. Upon completion of the repair, STEMCELL Technologies will issue an invoice to you for the actual costs incurred.

While the "Break-Fix" Service provides the same quality of Instrument Service interaction, our other service options can provide you greater security and convenience. By eliminating unpredictable repair costs and the wait times for PO generation and processing, the time required to complete a repair can be minimized, ensuring that critical instruments are not out of operation longer than is absolutely necessary.

Summary of Service Options

	SERVICE option				SERVICE Packages ¹		
	Warranty	PM	IQ/OQ/IPV	Break-fix	Warranty + PM	IQ/OQ/IPV + PM + Warranty	PM+ IQ/OQ/IPV
Maintenance							
Planned maintenance	-	✓	-	-	✓	✓	✓
Labor, travel, and shipment costs for instrument maintenance	-	✓	-	-	✓	✓	✓
Software updates	-	✓	-	-	✓	✓	✓
Repairs							
Cost of replacement parts	✓	-	-	-	✓	✓	-
Labor, shipment, and travel costs associated with repair	✓	-	-	-	✓	✓	-
Temporary replacement unit ²	✓	-	-	-	✓	✓	-
Additional Service							
Installation Qualification, Operation Qualification, and Instrument Performance Verification	-	-	✓	-	-	✓	✓
Audit-quality report with detailed information on instrument performance ³	-	-	✓	-	-	✓	✓

PM = Preventative Maintenance; **IQ/OQ/IPV** = Installation Qualification, Operational Qualification, and Instrument Performance Verification

1. Available for RoboSep™-S and STEMvision™ only. For more information on service packages, please contact your local sales representative.
2. Subject to instrument availability. Not available for RoboSep™-16.
3. For laboratories desiring higher reporting levels of instrument compliance.

Other Services

Instrument Relocation

Instruments can be moved from one site to another by qualified Instrument Specialists. Our personnel will perform a full installation and operational qualification in the new location, thereby ensuring uninterrupted service and eliminating the risk of instrument damage. Training of new operators and performance validation (IOPV) of the instrument are also available as part of this service.

User Training

To ensure full utilization of instrument capabilities and to minimize instrument downtime, STEMCELL Technologies recommends that all instrument users are regularly trained on instrument procedures and software features. Standard user training is available for new users or those requiring a refresher, while advanced courses are available for experienced staff. All courses are delivered by one of our specialists, either online or at your laboratory.

Custom Application and Protocol Development

To enhance and tailor instrument operations to your evolving business requirements, we offer scientific support and the development of custom protocols. This service includes personalized consultations with our STEMCELL application specialists, an assessment of scientific and technical options aligned with your scientific and business needs, and the implementation of custom protocols. On-site support is also available as needed.

Back-On Warranty Program

Has your STEMCELL Instrument Warranty lapsed?

Ask your local STEMCELL Technologies representative about our Back-On Warranty Program and send your instrument to us for a full technical inspection and upgrade.

Ordering Information for Service Options

Product	Catalog #			
	RoboSep™-S	RoboSep™-16	STEMvision™	CellPore™
1-Year Warranty	21200	23200	22201	500-0271
PM visit (for an Instrument without a Warranty)	21203	23203	22202	-
Additional PM visit (for an instrument with active warranty)	21209	23209	22209	-
IQ/OQ/IPV	21206	-	22206	500-0270
1-Year Warranty + PM visit	21202	23202	22203	-
1-Year Warranty + PM visit + IQ/OQ/IPV	21211	23211	22208	-

PM = Preventative Maintenance; IQ/OQ/IPV = Installation Qualification, Operational Qualification, and Instrument Performance Verification

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