

Expert Care Service



SERVICE AND SUPPORT

MAINTAIN THE PERFORMANCE OF YOUR BIO-RAD EQUIPMENT

Maximize your productivity from our suite of services.

Our professional, knowledgeable, and experienced technical support and service engineers are committed to quality and service. From research to controlled environments, your Bio-Rad specialists will help care for your investment and keep your projects in motion.

Bio-Rad instruments are guaranteed to meet product specifications at the time of shipment and include a standard one-year warranty. During the warranty period, you can extend the length of your service agreement by choosing from comprehensive support plans and adding additional services.



Services

Service Contract Plan

Ensure workflow continuity and performance by choosing from comprehensive support plans with the flexibility to design a customized plan that works for you.

A service contract plan provides the benefit of routine maintenance, plus access to emergency repairs at no additional cost, including:

- Service and repair coverage for 12 months — mail-in* or on-site service options are available
- Replacement parts, travel, and labor — no additional out-of-pocket expenses
- Prioritized response time — service priority over non-covered instruments
- Preventative Maintenance — included in select instrument plans

If you own more than one Bio-Rad instrument, multi-instrument service contract plans are available. With a multi-instrument plan you can prevent a lapse in coverage by having all of your equipment under a single agreement with the same annual renewal date. Additionally, long-term product support is available with

a discounted multiyear plan for a period of up to five years.

One-Time Repair Service

For Bio-Rad equipment not currently covered by warranty or a service contract plan, we offer repair services for an hourly rate.

A one-time repair service includes:

- Pay-as-you go services
- Mail-in* or on-site repair and maintenance options
- Installation, decommission, and reinstall services

Preventative Maintenance

Routine Preventative Maintenance (PM) extends the life of your instrument and keeps your equipment operating according to manufacturer's specifications. PM service includes equipment testing and inspection, plus implementation of the latest factory developments and software releases. A standard one-year warranty does not include a PM, but one can be added during the warranty period and to many of our service contract plans.

Equipment Qualification and Validation

We understand that regulatory requirements are increasingly stringent throughout every step of a product's life cycle. For critical components in regulated environments, we provide verification, validation, and documentation services.

Installation Qualification (IQ) —

verification of the physical aspect of the equipment, software design specifications, and internal components including:

- Verification of proper delivery and installation
- Validation of a fully factory-configured computer, system, and software
- Confirmation of system functionality

Operational Qualification (OQ) —

testing of each component to verify that the instrument and factory software are performing according to manufacturer's specifications. This service includes:

- Documentation of essential system information, including instrument firmware, software, and related computer information
- Evaluation of key system components
- Complete instrument verification and service system tests

Preventative Maintenance/Operational Qualification (PM/OQ) —

a combination of Preventative Maintenance and the Operational Qualification protocols including:

- A Preventative Maintenance service
- Documentation of essential system information
- Complete instrument verification and service system tests

























Add enhanced support for your QX200 Droplet Digital PCR System:

- **Exclusive support hotline** — Direct and immediate access to a specialized technical support representative
- **24-hour call back** — Know within one business day when to expect a service technician
- **48-hour response time** — On-site service within two business days from the initial call back
- **Complete service** — Coverage for all repair costs

* Using our Service Center is simple, fast, cost-effective, and hassle free! Shipping is included with a service contract plan. Average turnaround time is 10–12 business days. Subject to availability, loaner instruments may be provided.

Services by Instrument

Instrument	Service Contract Types Available	Preventative Maintenance Included	Qualification and Validation Services Available
Droplet Digital Systems			
QX200 Droplet Digital PCR Systems 	On-site		
QX600 Droplet Digital PCR Systems	On-site		
QX ONE Droplet Digital PCR System	On-site		
QXDx Droplet Digital PCR System	On-site		
PCR Systems: Thermal Cyclers and Real-Time PCR			
Thermal Cyclers (C1000 and T100)**	Mail-in and on-site	—	
CFX Opus Real-Time PCR Systems** 	Mail-in and on-site	—	
CFX Opus Dx Real-Time PCR System** 	On-site		
CFX Duet Real-Time PCR System 	Mail-in and on-site		
PX1 PCR Plate Sealer	Mail-in and on-site	—	—
Flow Cytometry			
ZE5 Cell Analyzer	On-site		
S3e Cell Sorter	On-site		
Imaging, Blotting, Densitometry Systems			
ChemiDoc Systems	On-site	—	
GS-900 Calibrated Densitometer	Mail-in and on-site	—	
Gel Doc Systems	Mail-in and on-site	—	
Trans-Blot Turbo Transfer System	Mail-in	—	—
Multiplex Immunoassay Systems			
Bio-Plex 200 Suspension Array System 	On-site		
Bio-Plex 3D Suspension Array System	On-site		
Chromatography Systems			
NGC Chromatography Systems	On-site		
NGC Fraction Collector	Mail-in	—	—
BioFrac Fraction Collector	Mail-in	—	—
Transfection Systems			
Gene Pulser Xcell Electroporation Systems	Mail-in	—	—
MicroPulser Electroporator	Mail-in	—	—
Helios Gene Gun System	Mail-in	—	—
PDS-1000 He and Hepta Systems	Mail-in	—	—
Cell Analysis Systems: Counting and Imaging			
TC20 Automated Cell Counter	Mail-in	—	—
ZOE Fluorescent Cell Imager	Mail-in	—	—
Microplate Systems			
xMark Microplate Absorbance Spectrophotometer	Mail-in	—	
iMark Microplate Absorbance Reader	Mail-in	—	
Single-Cell Systems			
ddSEQ Single-Cell Isolator	Mail-in	—	—
Genesis System	On-site		—

** Thermal validation service is available. Visit [bio-rad.com/en-us/product/thermal-validation-services](https://www.bio-rad.com/en-us/product/thermal-validation-services) for more information.

 Instrument qualifies for Loyalty Reward program. Learn more: loyaltyrewards.bio-rad.com

 Enhanced support for your QX200 Droplet Digital PCR System. Learn more: info.bio-rad.com/Premier-Care-Service

Technical Support

Bio-Rad's experienced team of technical support engineers is available to answer your product questions and solve technical problems. Upon receiving your call our engineers work with you to identify the root cause of the problem. If a technical problem cannot be corrected through phone support, Bio-Rad service engineers are available to travel to your location.

Monday–Friday, 5:00 AM–5:00 PM, PST
1-800-4-BIO-RAD, Option 2

Support@bio-rad.com

Quality Assurance

Bio-Rad voluntarily complies with the Internal Organization for Standardization (ISO) 13485. This standard has additional requirements beyond ISO 9001, including product-specific demands and more stringent documentation requirements.

Additionally, many of our instruments and much of our software is designed with U.S. FDA 21 CFR Part 11 compliance in mind.

Loyalty Rewards

Turn your real-time PCR and multiplex immunoassay purchases into perks.

Enroll a CFX96 Touch, CFX384 Touch, CFX Connect, CFX96 Touch Deep Well, CFX Automation System II, or Bio-Plex 200 instrument in Bio-Rad's Loyalty Rewards program and you could qualify for a free on-site service contract.

It's easy:

1. Join the program.
2. Register an instrument.
3. Report your purchases.

By participating, you may be eligible for discounts exclusive to Loyalty Rewards members:

CFX Points	Bio-Plex Points	Service Contract Discount
6,000–7,999	10,000–14,999	20% off
8,000–9,999	15,000–19,999	35% off
10,000–11,999	20,000–29,999	40% off
12,000+	30,000+	Free

Visit loyaltyrewards.bio-rad.com for more information.

Add services or request a quote for a service contract plan. Ask about our discounted multiyear service plans and add-on bundles. info.bio-rad.com/Expert-Care-Service

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