

Protect your investment

Comprehensive service contracts for your instrument





Keep your lab running at its best

At Miltenyi Biotec, we are proud to support cutting-edge science by providing state-of-the-art instruments engineered for maximal performance

and dependability. However, maintaining this high level of performance requires regular maintenance and care.

Protect your investment with a comprehensive service contract from Miltenyi Biotec

- Increase your instrument's lifetime
- Avoid costly instrument downtime
- Reduce unexpected repair expenses
- Choose from a wide range of service options

Miltenyi Biotec service contracts are an easy way to ensure you achieve the highest performance from your instruments. Choose the appropriate level of support to fit your needs.





Customizable service options include

Maintenance

Maximize your lab productivity and instrument lifetime with scheduled maintenance visits. Your instruments will retain their optimal performance with timely replacement of routinely wearing parts at no charge. Service costs such as labor, shipment, and logistics fees are covered under your service contract.

Repair

When a technical problem occurs, feel secure in knowing that all labor, replacement parts, and travel expenses are covered when you choose the most comprehensive level of service contract. If your instrument must be taken off-site for repair, a loaner instrument will be provided to keep your lab running smoothly.*

* for autoMACS® Pro service contracts

Additional options

Are you a high-use customer?
We offer additional Planned Maintenance visits that can be added to Full Service contracts.





Extend the lifetime of your flow cytometer

MACSQuant® Analyzer/MACSQuant VYB service contracts

MACSQuant® Instruments

MACSQuant Flow Cytometers combine multisample and multiparameter analysis with unrivaled ease of use in an ultra-compact design.

Two levels of service contracts are available for the MACSQuant Instrument family: Full Service and Planned Maintenance.

► macsquant.com



	Full Service or Full Service VYB	Planned Maintenance
Maintenance		
Planned maintenance	●	●
Replacement of wearing parts	●	●
Software updates	●	●
Labor, shipment, and product maintenance logistic costs	●	●
Maintenance intervals (visits per year)	2	2
Repairs service		
Repair	●	
Labor and travel expenses	●	
Replacement parts	●	
Laser head included	●	
Additional services		
Technical support services	●	●
Service documentation	●	●

Additional options

- IQ/OQ – installation qualification and operational qualification for institutions that require official documentation of their instruments
- Training at MACS® Academy – attend classes at one of our fully equipped training centers. Basic training to advanced application courses available.



Sort cells with confidence

autoMACS® Pro Separator service contracts

autoMACS® Pro Separator

The autoMACS Cell Separator is the gold standard for automated cell sorting. From autolabeling and magnetic cell sorting to elution of target cell fractions, each step is precisely controlled by the instrument for first-rate reliability and reproducibility.

Three levels of service contracts are available for the autoMACS Pro Separator: Full Service, Full Service Premium, and Planned Maintenance.

► automacspro.com



	Full Service	Full Service Premium	Planned Maintenance
Maintenance			
Planned maintenance	●	●	●
Replacement of wearing parts	●	●	●
Software updates	●	●	●
Labor, shipment, and product maintenance logistic costs	●	●	●
Maintenance intervals (visits per year)	1	1	1
Repairs service			
Repair	●	●	
Labor and travel expenses	●	●	
Replacement parts	●	●	
Loaner equipment		●	
Additional services			
Technical support services	●	●	●
Service documentation	●	●	●



Reliable service, reliable performance

gentleMACS™ Dissociator service contracts

gentleMACS™ Dissociators

The gentleMACS Dissociators provide reliable tissue dissociation down to single-cell suspensions and thorough homogenization – a prerequisite for your cell and molecular research.

Two levels of service contracts are available for the gentleMACS and gentleMACS Octo Dissociators: Full Service and Full Service Premium.

► gentlemacs.com



	Full Service	Full Service Premium
Maintenance		
Software updates	●	●
Repairs service		
Repair	●	●
Labor and travel expenses	●	●
Replacement parts	●	●
Loaner equipment		●
Additional services		
Technical support services	●	●
Service documentation	●	●



Peace of mind in your investment

Service contracts

Ensure your instrument retains its high performance with Miltenyi Biotec's comprehensive range of service contracts.

- Fewer unforeseen repair costs
- Extend the life of your instrument
- Enjoy uninterrupted productivity in your lab

Our highly trained service engineers keep your instruments running at their highest level so you get quality results from your research.



► miltenyibiotec.com

Instrument	Full Service	Full Service Premium	Planned Maintenance
MACSQuant Analyzer	160-001-287	–	160-001-288
MACSQuant Analyzer 10	160-001-287	–	160-001-288
MACSQuant VYB	160-001-637	–	160-001-288
autoMACS Separator	160-001-270	160-001-271	160-001-269
autoMACS Pro Separator	160-001-254	160-001-255	160-001-256
gentleMACS Dissociator	160-001-559	160-001-561	–
gentleMACS Octo Dissociator	160-001-644	160-001-645	–

For the latest information on Miltenyi Biotec Instruments, visit:



► macsquant.com



► automacspro.com



► gentlemacs.com



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