

Promega service and support options help you get the most out of your Maxwell 16

One less thing to worry about

We know you are busy. That's why you needed a Maxwell 16. Your job is maximizing productivity in your lab and we are here to help keep your Maxwell 16 running smoothly. With our comprehensive menu of service and support options you have one less thing to worry about. Promega helps ensure that your equipment is working properly and is ready when you need it. Depending on your requirements, we can provide depot repair with loaner instruments or field repair. We have options that maximize uptime for demanding environments with loaner instruments shipped within 24 hours (where available).

Manage your budget

Cost management is critical to the ongoing success of your lab. Unexpected repair costs can create budget problems. Promega service and support programs help you control costs and avoid the risk of expensive repair fees. When properly maintained, the Maxwell 16 will operate for years. A Promega service program assures that your equipment is well maintained and your investment protected. Our Premier Service Agreements include Preventive Maintenance visits to minimize repairs as your system ages. The PM is also available separately.

Expert support is only a phone call away

Along with system maintenance and repair, our technical support department employs expert scientists—most of them with PhD or Masters degrees—available to assist you with application questions. Our technical support scientists are trained extensively on Maxwell technologies and understand the environment in which you use your Maxwell 16.

Warranty Options

Two Maxwell warranty levels allow you to customize your support solution

The **Standard Warranty**, included in the system price, covers all parts, labor and shipping to and from our depot repair location as well as a loaner instrument upon request. The loaner will be shipped via standard ground shipment and will arrive in 5 to 7 working days. If you no longer have your Maxwell 16 shipping carton; we will provide you with a box for shipment of the instrument back to our service technicians. We will repair it and return it to you performing to original factory specifications. If uptime is critical, our **Premier Warranty** provides you with your choice of a loaner instrument within 24 hours or on-site repair by a factory trained service technician.

Warranty Benefit	Standard	Premier
Warranty Period	1 Year	1 Year
Parts and Labor	Yes	Yes
Shipping	Yes	Yes
Loaner instrument	Yes, 5-7 business days	Yes, 24 hours*
Field support	No	Yes, 48 hours*
Preventive Maintenance	No	Yes, after 12 months of use

Service Agreement Options

Service Agreements protect your instrument for the long term

After the warranty period is over, you can continue to receive the same comprehensive service and support from Promega as you did when your system was under warranty. The **Standard Service Agreement** covers all parts, labor and shipping to and from our depot repair location as well as a loaner instrument upon request. If your Maxwell 16 needs repair, we will provide a box for shipment of the instrument back to our service facility. We will repair it and return it performing to original factory specifications.

Our **Premier Service Agreement** provides maximum flexibility and uptime. You can utilize our depot repair and receive a loaner instrument in 24 hours* or you can elect to have one of our service technicians service it in your lab. Additionally, the **Premier Service Agreement** includes one annual preventive maintenance visit per year.



Service Agreement Benefit	Standard	Premier
Period	Renewable annually	Renewable annually
Parts and Labor	Yes	Yes
Shipping	Yes	Yes
Loaner instrument	Yes, 5-7 business days	Yes, 24 hours*
Field support	No	Yes, 48 hours*
Annual Preventive Maintenance	No	Yes, 1 per 12 months

Preventive Maintenance

In order to keep the system operation at peak performance, Promega recommends that Maxwell 16 instruments receive a preventive maintenance check after 12 months of use. During this procedure, our qualified service personnel test the instrument, check parts for wear and replace them as needed. Additionally, the system is aligned and performance is verified. The preventive maintenance service can be performed in your lab or the system can be returned to the factory.

Additional Offerings

If service agreements are not part of your approach to instrument maintenance, Promega offers pay as you go service and preventive maintenance both at our factory and in your lab. Simply contact us and we will make arrangements to take care of your Maxwell 16.

Promega also offers on-site training for your laboratory personnel. We can send a trained Maxwell applications specialist to your facility to train new employees, or as part of your lab's certification or installation procedures. Contact us and we can work together to customize a training program for your lab.

Ordering Information

Premier Warranty	SA2000
Standard Service Agreement	SA2010
Premier Service Agreement	SA2015
Preventive Maintenance	SA2020

Service offerings may differ by geography. Contact your local Promega representative for details on product availability.

* Where available

