

MSD Warranty Service Plans

Standard Limited Warranty

Included with the purchase of the SECTOR® Instrument (for first year of ownership)

Coverage

- Defects in materials and workmanship for a period of one year
- Instrument installation and verification
- Repairs associated with the warranty

Any service visits, repairs or maintenance outside the warranty will be charged on an hourly basis, plus travel, parts and labor.



Total Service Packages

Purchased separately from the SECTOR Instrument

Coverage Options

- Instrument installation and verification.
- Parts, labor and travel charges for repairs.
- All service provided upon request from customer; no PO or paperwork required.
- Available telephone support for service inquiries during MSD business hours: 5:30 AM to 8:30 PM (United States East Coast Time). Calls returned within 4 working hours.
- Guaranteed on-site rapid response (24-72 hours, depending on the service plan) for service visits.
- Priority delivery of replacement parts.
- Pre-scheduled service visits for preventative maintenance. These visits include preventative cleaning and servicing, any necessary repairs and upgrades and a complete testing and recertification of the instrument performance.
- Assistance with moving and relocation of instruments within a customer site at no cost. Relocation includes installation re-qualification after move.
- Assistance with installation qualification for internal validations.
- Assistance with networking and system administration.
- Accident assistance (plate jams, spill clean up and decontamination).
- Upgrades to DISCOVERY WORKBENCH® software.

Other Services and Parts

MSD provides additional services for those opting not to purchase a Total Service Package.

- Preventative Maintenance Service for SECTOR Imager 6000 or 2400
\$10,000
Preventative maintenance on the SECTOR instruments helps ensure long-term value for your instrument purchase. Pricing includes labor and lab supplies. Repair parts are not included and will be charged accordingly.
- Installation and Qualification (IQ/OQ/PQ)
\$10,000
Pricing includes labor and lab supplies. Repair parts are not included and will be charged accordingly.
- Pre-Contract Inspection
\$2,500 plus repairs
A pre-contract inspection is required for all instruments with a gap in service coverage, prior to the election of a new Total Service Package. Repairs will be charged at an hourly rate plus parts.
- Repairs and Service
\$250 per hour plus parts (\$5,000 minimum)

MSD Warranty Service Plans

Warranty and Service Packages

Service	Total Service Package Gold	Total Service Package Silver	Limited Warranty
Installation	■	■	■
Training (instrument and DISCOVERY WORKBENCH software)	■	■	■
Defects in materials or workmanship	■	■	■
Labor	■	■	■
Travel and lodging	■	■	■
Computer system	■	■	■
UPS and battery	■	■	■
Available telephone support for service inquiries during MSD business hours: 5:30 AM to 8:30 PM (United States East Coast Time)	■	■	■
Guaranteed on-site rapid response (24-48 hours, depending on the service) for service visits	■		
Guaranteed on-site rapid response (48-72 hours, depending on the service) for service visits		■	
Preventative maintenance (2 per year)	■		
Preventative maintenance (1 per year)		■	
On-request paperless service	■	■	
Plate jams, user errors, any mechanical errors	■	■	
Spills, other clean up	■	■	
Moving, relocation and qualification	■		
Assistance with networking	■	■	
Software updates	■	■	
Decontamination	■	■	
Instrument recalibration and requalification	■		
Priority delivery of replacement parts	■	■	
Assistance with installation qualification for internal validations	■		
Upgrades to DISCOVERY WORKBENCH software ¹	■		

¹ Includes one seat to data analysis software on the instrument.

Ordering Information

Service	Catalog Number	Price
SECTOR Imager 6000 Total Service Package Gold	W11XX-1	\$25,000
SECTOR Imager 2400 Total Service Package Gold	W31XX-1	\$19,500
SECTOR PR400 Total Service Package Gold	W41XX-1	\$5,000
SECTOR PR100 Total Service Package Gold	W21XX-1	\$2,500
SECTOR Imager 6000 Total Service Package Silver	W12XX-1	\$19,000
SECTOR Imager 2400 Total Service Package Silver	W32XX-1	\$15,000
SECTOR PR400 Total Service Package Silver	W42XX-1	\$4,000
SECTOR PR100 Total Service Package Silver	W22XX-1	\$2,000
SECTOR Imager 6000/2400 Preventative Maintenance Service	S11XA-1	\$10,000
Installation and Qualification (IQ/OQ/PQ)	S11XB-1	\$10,000
Pre-Contract Inspection	S11XC-1	\$2,500
Hourly Repairs and Service	<i>Please call for quote</i>	

Contact Information

Customer Service

Phone: 1-301-947-2085 . Fax: 1-301-990-2776 . Email: sales@mesoscale.com . Web: www.mesoscale.com

