



# MESO™ QuickPlex SQ 120

## WARRANTY SERVICE PLANS

### Standard Limited Warranty

Included with the purchase of the QuickPlex™ SQ 120 instrument.

#### Coverage

- First year of ownership (12 months).
- Defects in materials and workmanship.
- Initial instrument installation and verification.
- Repairs associated with the warranty.

Any service visits, repairs, or maintenance outside the standard limited warranty will be charged at an hourly labor rate, plus parts and travel costs.

### Total Service Package

Purchased separately, renewable annually.

#### Available Coverage

- Instrument installation and verification.
- Parts, labor, and travel charges for repairs to instrument, computer, and UPS.
- Easy service requests; no purchase order or paperwork required.
- On-site and telephone support.
- On-site rapid response (24-72 hours, depending on the service plan, location, and service).
- Priority delivery of replacement parts.
- Upgrades to DISCOVERY WORKBENCH® software.
- Pre-scheduled service visit for preventative maintenance. This visit includes preventative cleaning and servicing, any necessary repairs and upgrades, and complete testing and requalification of the instrument performance.
- Assistance with relocating instrument at a customer site. Relocation includes installation and requalification after move.
- Assistance with networking and system administration.
- Accident assistance (plate jams and user errors).
- Assistance with installation qualification for internal validations.

### Other Services and Parts

MSD also provides the following services:

#### ▪ Preventative Maintenance

Preventative maintenance on the QuickPlex SQ 120 instrument helps ensure long-term value for your purchase. Price includes labor and lab supplies. Replacement parts are not included and will be charged accordingly. One pre-scheduled, preventative maintenance service call is included with the Total Service Package.



## Other Services and Parts, cont.

- **Installation, Operational, and Performance Qualification (IQ/OQ/PQ)**  
Price includes labor and lab supplies. Replacement parts are not included and will be charged accordingly.
- **Pre-Contract Inspection**  
If there is a gap in service coverage, a pre-contract inspection of the instrument will be required prior to the purchase of a Total Service Package. Repairs will be charged at an hourly rate plus parts.
- **Repairs and Service**  
\$250 per hour plus parts (\$2,500 minimum).

## Warranty and Service Packages

Service	QuickPlex Total	QuickPlex Academics	Limited Warranty
Instrument installation and verification	■	■	■
Defects in materials and workmanship	■	■	■
Parts, labor, and travel charges for repairs to instrument, computer and UPS	■	■	■
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 and location) for service visits	■		
Guaranteed on-site rapid response (48-72 hours, depending on the service and location) for service visits		■	
Preventative maintenance (1 per year)	■		
On-request paperless service	■	■	
Accident assistance (plate jams and user errors)	■		
Moving, relocation, and qualification	■		
Assistance with networking and system administration	■	■	
Software updates	■	■	
Instrument recalibration and requalification	■		
Priority delivery of replacement parts	■		
Assistance with installation qualification for internal validations	■		
Upgrades to DISCOVERY WORKBENCH software <sup>1</sup>	■		

<sup>1</sup> Includes one seat to data analysis software on the instrument.

## Ordering Information

Service	Catalog Number	Price
Total Service Package	WA1XX-1	\$11,500
Academic Service Package	WA2XX-1	\$4,900
Preventative Maintenance Service (without active service package)	SA1XA-1	\$5,000
Additional Preventative Maintenance Service (with active service package)	SA3XA-1	\$2,500
Installation and Qualification (IQ/OQ/PQ)	SA1XB-1	\$5,000
Pre-Contract Inspection	SA1XC-1	\$2,500
Repairs and Service	Please call for quote	

## Contact Information

Customer Service  
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