



INSTRUMENT SERVICE

Quality. Reliability. Responsiveness.

At STEMCELL Technologies Inc., our commitment to your research does not end when you purchase our products. You have selected the highest standard of equipment, and we strive to ensure that your instrument provides you with peak performance for years to come. Our service plans offer top quality support, maintenance and custom services, freeing you to focus on your science.

STEMCELL Technologies stands behind the quality of every instrument it produces with complimentary remote technical support and an initial one-year Instrument Warranty. Up to four additional years of warranty coverage can be purchased at any time during an active warranty. While under warranty, STEMCELL Technologies Instrument Specialists will upgrade or replace your instrument as needed to ensure its performance over time. In addition, all costs to complete an instrument repair, including replacement parts, labor, shipping, the use of a loaner instrument and travel are covered by STEMCELL Technologies.

STEMCELL Technologies Instrument Service also offers Instrument Preventative Maintenance packages, Installation Qualification, Operational Qualification and Instrument Performance Verification (IQ/OQ/IPV) Services, Service Training for distributors or in-house service personnel and other other custom service products to ensure that your instrument is operating at peak performance. Our Engineering and Research & Development teams use feedback from instrument servicing for future product development and as an opportunity for continuous improvement on our instrument platforms to better support your evolving research needs.

Instrument Warranty Includes:

- Immediate assistance by phone
- Remote technical support by an Instrument Specialist
- Same-day decision on recommended course of action
- Temporary replacement units
- On-site support by an Instrument Specialist
- All parts, labor, travel and other expenses required to complete a repair

Need Technical Help?

1 800 667 0322 • +1 604 877 0713

Europe 00800 7836 2355

Email: techsupport@stemcell.com



RoboSep™-S



RoboSep™-16

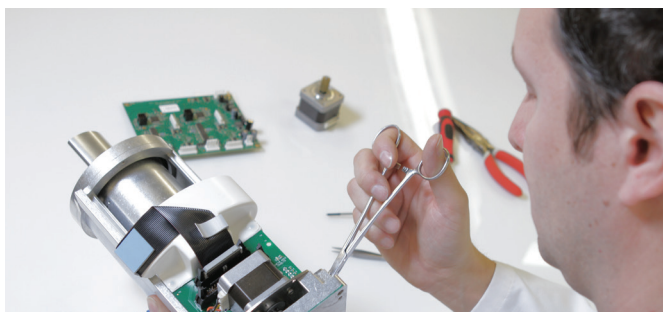


STEMvision™

Instrument Service Options

STEMCELL Technologies offers three core service options to cover your basic Instrument Service needs:

1. “Break-Fix” Service
2. Instrument Warranty
3. Preventative Maintenance
4. Installation Qualification, Operational Qualification and Instrument Performance Verification (IQ/OQ/IPV)



“Break-Fix” Service

If you do not have an active Instrument Warranty and are in need of a repair, our Technical Support team will perform remote diagnostics to the best of our ability and issue you a quote for the estimated repair, including time, materials and other expenses. On-site or depot service will then proceed within five days of receipt of a Purchase Order (PO) for the estimated repair. Upon completion of the repair, STEMCELL Technologies will issue an invoice to you for the actual costs incurred.

While the “Break-Fix” Service provides the same quality of Instrument Service interaction, our other service options can provide you greater security and convenience. By eliminating unpredictable repair costs and the wait times for PO generation and processing, the time required to complete a repair can be minimized, ensuring that critical instruments are not out of operation longer than is absolutely necessary.

Instrument Warranty

Each instrument is provided with an initial one-year Instrument Warranty. Up to four additional years of warranty may be purchased at any time during an active warranty. The warranty covers a wide range of services, including:

- Replacement parts, including defects in materials and workmanship in mechanical or electrical parts, components or assemblies
- Labor for remote diagnostics and repair
- Software upgrades
- A temporary replacement unit, if required, for the duration of the repair for applicable instruments
- Shipping/travel charges required during repair

Warranties do not cover instruments with missing or altered tamper seals or serial numbers, or problems arising from external causes

such as accidents, abuse, misuse, unauthorized servicing using unapproved parts or usage not in accordance with the Instrument User Manual.

STEMCELL Technologies aims to deliver 99% uptime to Instrument Warranty customers. Once remote diagnostics have been performed and an instrument issue has been identified, our responsiveness targets for instruments in North America and Europe are:

- Same-day contact and decision on recommended course of action by an Instrument Specialist
- 48-hour on-site responsiveness by either a STEMCELL Technologies representative or a temporary replacement device

For responsiveness targets in other regions, please contact your local STEMCELL Technologies representative.

Preventative Maintenance

A Preventative Maintenance (“PM”) visit is a proactive way to avoid unscheduled downtime from a potential service event, and also ensures that your instrument is routinely maintained. A PM visit may be purchased on its own, with a warranty or added during an active warranty. You may purchase as many PM visits per year as appropriate for your instrument use and needs.

During the PM visit, the STEMCELL Technologies Instrument Specialist will advise you if your instrument needs upgrades or replacement parts. If you decide to upgrade or replace parts, the associated parts and labor costs will either be covered by your active warranty or will be charged to you.

For all STEMCELL Technologies instruments, Preventative Maintenance includes:

- Instrument decontamination and cleaning
- Software verification and upgrades
- Hardware and fastener verification
- Electrical card, cabling and connector verification
- Full positional verification
- Required maintenance on drive systems
- Related shipping costs (if applicable)
- STEMCELL Technologies Preventative Maintenance certificate

For RoboSep™-S, Preventative Maintenance also includes:

- Touchscreen, tip head and stripping verification
- Fluidic system and tubing verification
- Pump, drive and robot homing verification

*Subject to instrument availability. Not available for RoboSep™-16



VIDEO

Scientists Helping Scientists - Technical Support at STEMCELL Technologies
www.stemcell.com/TechSupportVideo

For RoboSep™-16, Preventative Maintenance also includes:

- Tip alignment
- Liquid handling verification
- Hardware and software checks

For STEMvision™, Preventative Maintenance also includes:

- Camera, optics and light adjustment verification
- Heater performance verification
- Barcode reader and safety interlock verification
- Acquisition verification

Instrument IQ/OQ/IPV

Our instrument qualification services verify and document that your instrument is installed and functions in accordance with the instrument’s specifications and quality characteristics. We provide audit-quality data of instrument performance for your records and for presenting to your regulatory body. We offer the following combined qualification services: Installation Qualification, Operation Qualification and Instrument Performance Verification (IQ/OQ/IPV). The IQ procedures verify that the instrument is

delivered and installed according to our specifications. We recommend that this is performed:

- At the time of instrument installation
- After the instrument is moved to a new location
- When additional components and functionality are added to the instrument.

The OQ and IPV services offer confirmation of the accuracy and precision of your instrument and that your instrument is operating and performing as intended. We provide a comprehensive verification of your instrument to established specifications and help identify issues with your system arising from normal wear and improper use or maintenance. We recommend that OQ and IPV services are performed:

- After an IQ service
- Periodically in accordance with your standard operating procedures
- After a major repair as dictated by the IQ/OQ/IPV Protocol for the specific instrument
- As dictated by the IQ/OQ/IPV Protocol for the specific instrument

Summary of Service Options

	SERVICE OPTION				SERVICE PACKAGES ¹		
	Break-Fix	PM	Warranty	IQ/QQ/IPV	Warranty + PM	IQ/QQ/IPV+PM	IQ/QQ/IPV+PM+Warranty
MAINTENANCE							
Planned maintenance	-	✓	-	-	✓	✓	✓
Labour, travel and shipment costs for instrument maintenance	-	✓	-	-	✓	✓	✓
Software updates	-	✓	-	-	✓	✓	✓
REPAIRS							
Labour, shipment and travel costs associated with instrument repairs	-	-	✓	-	✓	-	✓
Cost of replacement parts	-	-	✓	-	✓	-	-
Temporary replacement unit ²	-	-	✓	-	✓	-	✓
ADDITIONAL SERVICE							
Installation Qualification, Operation Qualification and Instrument Performance Verification.	-	-	-	✓	-	✓	✓
Audit-quality report with detailed information on instrument performance ³	-	-	-	✓	-	✓	✓

1. Available for RoboSep™-S and STEMvision™ only. For more information on service packages please contact your local sales representative.
2. Subject to instrument availability. Not available for RoboSep™-16.
3. For laboratories desiring higher reporting levels of instrument compliance.

Additional Services

Instrument Relocation

Instruments can be moved from one company location to another by qualified Instrument Specialists. Our personnel will perform a full installation and operational qualification in the new location, thereby ensuring uninterrupted service and eliminating the risk of instrument damage. Training of new operators and performance validation (IOPV) of the instrument are also available as part of this service.

User Training

To ensure full utilization of instrument capabilities and to minimize instrument downtime, STEMCELL Technologies recommends that all instrument users are regularly trained on instrument procedures and software features. Standard user training is available for new users or those requiring a refresher, while advanced courses are available for experienced staff. All courses are delivered by one of our Specialists at your laboratory, and all trainees will be certified by STEMCELL once they have completed the course.

“STEMCELL Technologies’ technical service was really helpful with the implementation of new protocols for our RoboSep and willing to accommodate any technical intervention/ maintenance to our utmost convenience.”

Asier Sáez-Ciri6n, PhD.
at the Institut Pasteur, RoboSep™ User

Custom Application and Protocol Development

In order to adapt and optimize the operation of STEMCELL instruments to your evolving business needs, custom-developed applications and protocols can be developed and implemented on your instrument. This may include the development of unique STEMvision™ colony counting algorithms for applications beyond those used for cord blood, bone marrow and mobilized tissues or the modification of RoboSep™ protocols for unique cell isolation uses. This service includes one-on-one consultation with a STEMCELL Application Specialist, a review of scientific and technical options against scientific and business needs as well as implementation and on-site support as required.

Further Support

STEMCELL Technologies is constantly expanding our service product offerings. Contact your local STEMCELL Technologies representative to learn about additional products that will optimize the use of your instrument such as IQ/OQ/IPV packages, application-focused in-lab courses and webinars, service training and more.

Back-On Warranty Program

Has your STEMCELL Instrument Warranty lapsed?

Ask your local STEMCELL Technologies representative about our Back-On Warranty Program and send your instrument to us for a full technical inspection and upgrade.

Ordering Information for Service Options

PRODUCT	CATALOG #		
	RoboSep™-S	RoboSep™-16	STEMvision™
1-Year Warranty	21200	23200	22201
Preventative Maintenance Visit (for an Instrument without a Warranty)	21203	23203	22202
1-Year Warranty with 1 Preventative Maintenance Visit	21202	23202	22203
Additional Preventative Maintenance Visit (for an Instrument on an active Warranty)	21209	23209	22209
IQ/OQ/IPV	21206	23206	22206
IQ/OQ/IPV and Preventative Maintenance Visit	21210	23210	22207
IQ/OQ/IPV, 1-Year Warranty and Preventative Maintenance Visit	21211	23211	22208

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