

NanoCollect Service Plans

Our Commitment

NanoCollect is committed to providing you with the highest level of support and expertise for your cell sorting workflow. We are dedicated to delivering the very best solutions to help you improve the quality of your research.

As a result of listening to our customers, our service offerings have expanded to include two options, allowing you to pick the level that best fits the needs of your budget and lab. The two options will be Standard and Premium.

The Premium Service Plan comes with additional features, while still incorporating the same attributes you have been accustomed to in the Standard Service Plan. Both plans include access to NanoCollect technical support by email and phone, remote desktop investigation and monitoring, and regular updates to WOLFViewer software. Preventive maintenance, replacement parts, and site visit labor and expenses by engineers and scientists are also covered under both plans.



Excellence

Our Certified Field Service Engineers have unmatched experience and knowledge of our WOLF Cell Sorter systems.



Convenience

Partner with one trusted service provider for all your system service needs at times that work best for you.



Flexibility

Multiple service plan options to ensure proactive maintenance of your WOLF instrument components.



Transparency

With no hidden fees, service plans include travel and repair costs, plus parts required for repair or preventive maintenance.



Service Plans Summary

Service Overview	Premium Service Plan	Standard Service Plan
Preventive Maintenance (PM) <i>Comprehensive multipoint inspection and testing (1/system/year)</i>	•	•
Unlimited Remote Support <i>Unlimited remote/virtual support</i>	•	•
Replacement Parts <i>Replacement parts included</i>	•	•
Expenses <i>Travel, lodging, and labor included</i>	•	•
Priority Technical Support and Remote Diagnosis <i>1-hour response from the time of reporting issue (6:00 AM-5:00 PM PST Monday-Friday)</i>	•	
Unlimited User Training <i>Unlimited remote/virtual technical training per service plan period</i>	•	
Additional On-Site Training <i>One on-site technical training per service plan period</i>	•	
Depot Repair (Freight, Labor, Parts) <i>Depot repair, when determined that repair on-site is not possible</i>	•	
Loaner Unit <i>A WOLF, WOLF G2 Cell Sorter, or N1 Single-Cell Dispense is available if needed during depot repair</i>	•	
Applications Support <i>Includes access to NanoCelect Applications Team with deep scientific and product knowledge for workflow optimization, data analysis and interpretation, and project feasibility assistance.</i>	•	

Ordering Information

Catalog No.	Standard Service Description	Catalog No.	Premium Service Description
184220	WOLF Standard Service Contract	184222	WOLF Premium Service Contract
184230	WOLF and N1 Single-Cell Dispenser Standard Service Contract	184224	WOLF and N1 Single-Cell Dispenser Premium Service Contract
184223	WOLF G2 Standard Service Contract	184234	WOLF G2 Premium Service Contract
184233	WOLF G2 and N1 Single-Cell Dispenser Standard Service Contract	184333	WOLF G2 and N1 Single-Cell Dispenser Premium Service Contract

For more information, visit nanocellect.com or email info@nanocellect.com