

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 three options, allowing you to pick the level that best fits the needs of your budget and lab. The three options are Basic, Standard, and Premium.

All of our service plans include unlimited access to NanoCollect's remote technical support team, regular updates to WOLFViewer software, and coverage for parts/labor in case your instrument needs repair. The Premium Service Plan provides additional features and support for that added peace of mind, whereas the Basic Service Plan provides an affordable option to ensure instrument coverage in case of failures.



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	Standard	Basic
Unlimited Remote Support <i>Unlimited remote/virtual support</i>	•	•	•
Replacement Parts <i>Replacement parts included</i>	•	•	•
Expenses <i>Travel, lodging, and labor included</i>	•	•	•
Preventive Maintenance (PM) <i>Comprehensive multipoint inspection and testing (1/system/year)</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.	Service Description
184334	WOLF Basic Service Contract
184220	WOLF Standard Service Contract
184222	WOLF Premium Service Contract
184230	WOLF and N1 Single-Cell Dispenser Standard Service Contract
184333	WOLF and N1 Single-Cell Dispenser Premium Service Contract
184335	WOLF G2 Basic Service Contract
184223	WOLF G2 Standard Service Contract
184224	WOLF G2 Premium Service Contract
184233	WOLF G2 and N1 Single-Cell Dispenser Standard Service Contract
184234	WOLF G2 and N1 Single-Cell Dispenser Premium Service Contract

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