



MassARRAY[®] System

Customer Support
Solutions



For Research Use Only.
Not for use in diagnostic procedures.

Customer Support Solutions



Support
Plans



Routine Instrument
Maintenance



Professional
Services



Customer
Support Portal

Comprehensive support provides everything you need to maximize productivity

Customer support plans from Agena Bioscience provide everything you need to get the most out of your investment. In addition to our customer support portal, routine maintenance and on-site response, each support plan includes access to applications support. Our expert scientists are available to advise on new and existing applications.

Service Plans

AGENA CARE ESSENTIAL PLAN

Designed for labs who routinely use the MassARRAY® system. It includes preventative maintenance, on site applications support and fast response time to minimize workflow disruptions. This plan provides everything required to protect and maintain the MassARRAY System and Chip Prep Module (CPM).

AGENA CARE PLUS PLAN

Our highest level service plan is designed for labs with defined turnaround time commitments. In addition to the benefits of our Essential plan, the Plus plan helps labs maximize productivity with applications training, monthly performance verification kits, next day response time and guaranteed qualification services.



Professional Services

In addition to our service plans, our customer support team is ready to help with a variety of offerings to support your laboratory's needs. Professional services are available to ensure all your lab's requirements are met.

- Preventative Maintenance
- Operational Qualification (OQ)
- Installation Qualification (IQ)
- Application Training
- Remote Diagnostics
- Database support

For Research Use Only. Not for use in diagnostic procedures.

Customer Support Plan Comparison

APPLICATIONS SUPPORT	Agena Care Essential	Agena Care Plus
On Site Support	Yearly Checkup	As Needed
Technician Re-Training	List Price	As Needed
Training Reagents	50% Discount	Included
Remote Troubleshooting	Included	Included

SERVICE SUPPORT	Agena Care Essential	Agena Care Plus
Remote Response Time	4 Hours	2 Hours
On Site Response Time	72 Hours*	48 Hours*
Planned Maintenance	Once Per Year*	Once Per Year*
Parts	Included **	Included **
Travel & Labor	Included	Included
Performance Verification Kits	2 Per Year	12 Per Year

SYSTEM PERFORMANCE	Agena Care Essential	Agena Care Plus
IQ/OQ	Once Per Year	As Needed
Customer Support Portal	Unlimited user access	Unlimited user access
Software Updates	Included	Included
Database Support	Remote Included	On Site Included
Computer Upgrades	10% Discount	25% Discount
Remote System Optimization	Once Per Year	Once Per Quarter
Instrument Moves	10% Discount	25% Discount

* Faster response times may be available, for a fee. Contact your Support Regional Leader for more details.

** Laser is covered so long as warranty or contract coverage is uninterrupted.

For Research Use Only. Not for use in diagnostic procedures.

Agena Customer Support Portal

A comprehensive online support tool that allows activated customers to initiate and track service calls. Additionally it is single source of information on the MassARRAY system and applications providing instant access to trainings and tutorials, manuals, product sheets, software updates and protocols.

Contact Customer Support

For more information about customer support for your MassARRAY system, please visit our website or contact our technical support team:



PHONE

Help Desk: 1.877.4GENOME (1.877.443.6663)



ONLINE

Visit: support.agenabio.com



EMAIL

Americas: helpdesk@agenabio.com

Australia & New Zealand: support-anz@agenabio.com

China: support-china@agenabio.com

Asia Pacific: support-asia@agenabio.com

Europe: support-europe@agenabio.com

For Research Use Only. Not for use in diagnostic procedures.

Agena Bioscience, Inc.
4755 Eastgate Mall
San Diego, CA 92121
Phone: +1.877.443.6663

Order Desk: +1.858.202.9301
Order Desk Fax: +1.858.202.9220
orderdesk@agenabio.com
Website: www.agenabio.com

Online Support:
<https://support.agenabio.com>

