

# Sophion Service and Support Plans

Sophion Bioscience service plans are designed to ensure consistent instrument performance and support you to fully utilise your automated patch clamp instrument's potential. We care for your work and regard any user relation as a long-lasting partnership.

- Prevent unscheduled downtime
- Ensure optimal instrument performance
- No unexpected expenses

Automated Patch Clamp instruments are delicate and need regular maintenance for consistent performance at the highest level. Therefore, we recommend preventive care by certified engineers every six months to maintain and ensure the instrument's performance and extend its lifetime.

## Service and support levels

To accommodate different needs for urgency and size of organisations, we provide three different service and support plans.

- Silver service and support plan
- Gold service and support plan
- Platinum service and support plan

The main differences between the plans are response time, parts covered and amount of application support. However, common for them all is that they include instrument service, training, and support. We know that changes occur in every laboratory, and therefore is re-training staff included in our service plans to ensure that you and your team are fully trained on the system and can benefit the most by using them.

## A typical scheduled service visit

AA scheduled service visit takes up to 2 days and is always planned together with you for maximum convenience. On-site, we ask for your evaluation of the daily instrument performance, and we do this to secure that we capture your observations. The

instrument is serviced according to our protocol, and a report is provided when the service is completed.

## On-site application support and training at Sophion world wide

Whenever needed, you can ask for a visit from your application scientist to either train new colleagues, train in new features or assist in setting up new assays. We also hold annual training seminars at Sophion laboratories in Denmark, the USA and Japan, where you can come and learn the latest or get answers to the specific experiments you are conducting on your Sophion instrument. Dedicated application scientist assigned to you.

## Dedicated application scientist assigned to you

You get appointed your own application scientist who will follow you and hence know many details of your experiments to assist you swiftly and accurately. All information between us is, of course, handled with the highest degree of confidentiality. However, we will always recommend you contact your Application scientist before embarking on a new assay – that might very well save you time.

## Software upgrades – included in our service and support plans

We continuously improve our software with new and better features that optimize the performance of your instrument. Software upgrades are included in our service and support plans and installed during our next visit in agreement with you.

## Certified team

Our certified team ensure the performance of your QPatch or Qube system and their assays. If anything unexpected occurs or if questions arise, then you have application and technical support at your disposal from our certified team.

	Platinum	Gold	Silver
Maintenance visits per year	2	2	2
Max. response time for unplanned support (onsite or remote)	1 business day	3 business days	5 business days
Spare parts	Included	Included	Per consumption
Labour	Included	Included	Included
Travel & accommodation	Included	Included	Included
Software & user manual upgrades	Included	Included	Included
Standard Operating Procedures	Included	Included	Included
Technical and application support	24h service	24h service	24h service
Additional training or assay development onsite	Up to 6 days per year	Up to 4 days per year	Up to 2 days per year
Training seminars at Sophion world wide	FOC for up to four people	FOC for up to two people	Ask your application scientist for the charge