

# Expert Support and Maintenance for Your GenScript Instrument

**EXCEPTIONAL. DEPENDABLE. WORLDWIDE.**



## EXCEPTIONAL

At GenScript, we are dedicated to delivering unparalleled customer service and support. Our team of highly skilled application and service engineers undergoes rigorous training, ensuring that they provide the highest level of expertise. With ISO 9001 certification and continuous professional development, GenScript guarantees exceptional support, so you can trust that your instrument is in the best hands.



## DEPENDABLE

Dependability is at the core of our products and services. We understand that investing in high-performance technology comes with high expectations for reliability and quality. From precision manufacturing with cutting-edge quality control to final inspections, we ensure that every instrument and product meets the highest standards.



## WORLDWIDE

Our global presence ensures that wherever you are, GenScript is there to support you. With a global team of application and service engineers, we aim to minimize downtime and maximize customer satisfaction is our priority, and our worldwide support network is designed to meet your every need.



## System Installation

All instruments are installed following strict protocols in compliance with ISO 9001 standards. Additionally, comprehensive Installation Qualification (IQ) and Operational Qualification (OQ) processes are available as optional services.

## Warranty and Maintenance Services

### Standard Manufacturer's Warranty

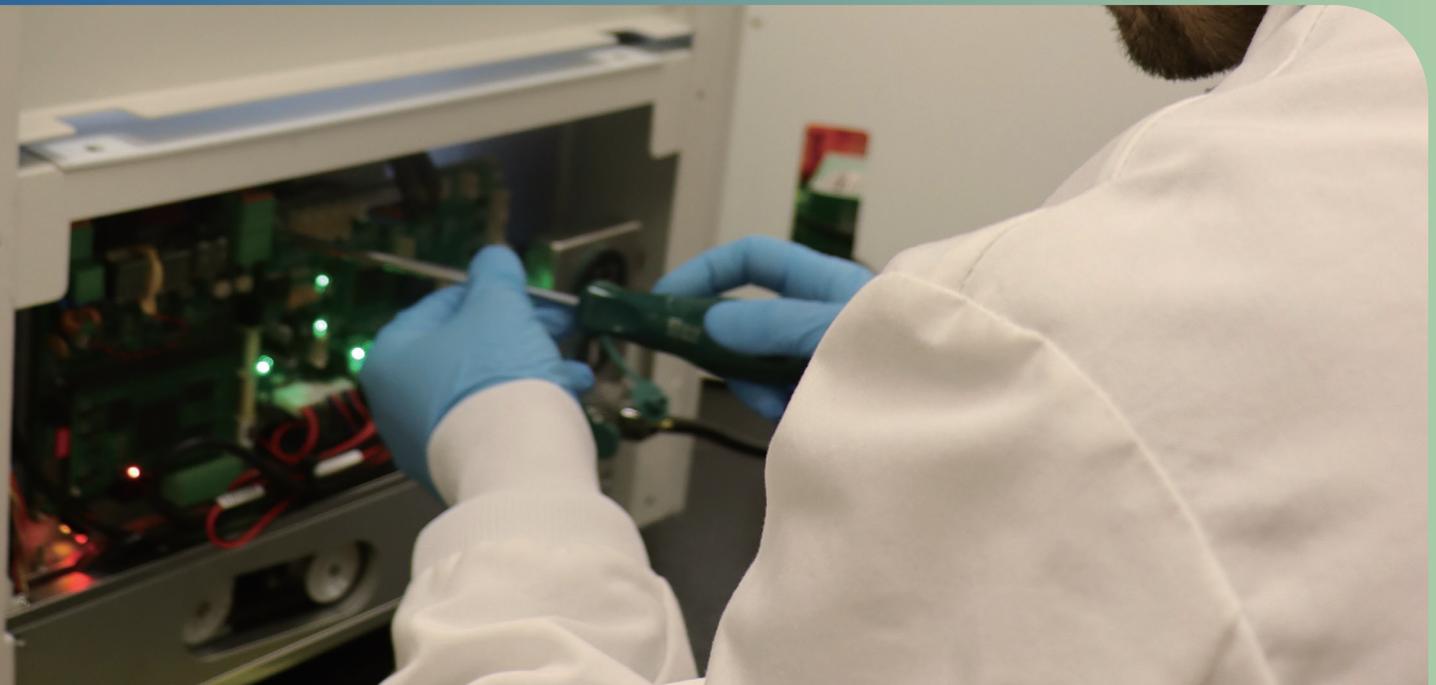
Every instrument comes with a standard manufacturer's warranty that covers any defects in materials or workmanship. This warranty ensures that your equipment will perform as expected from the moment it arrives.

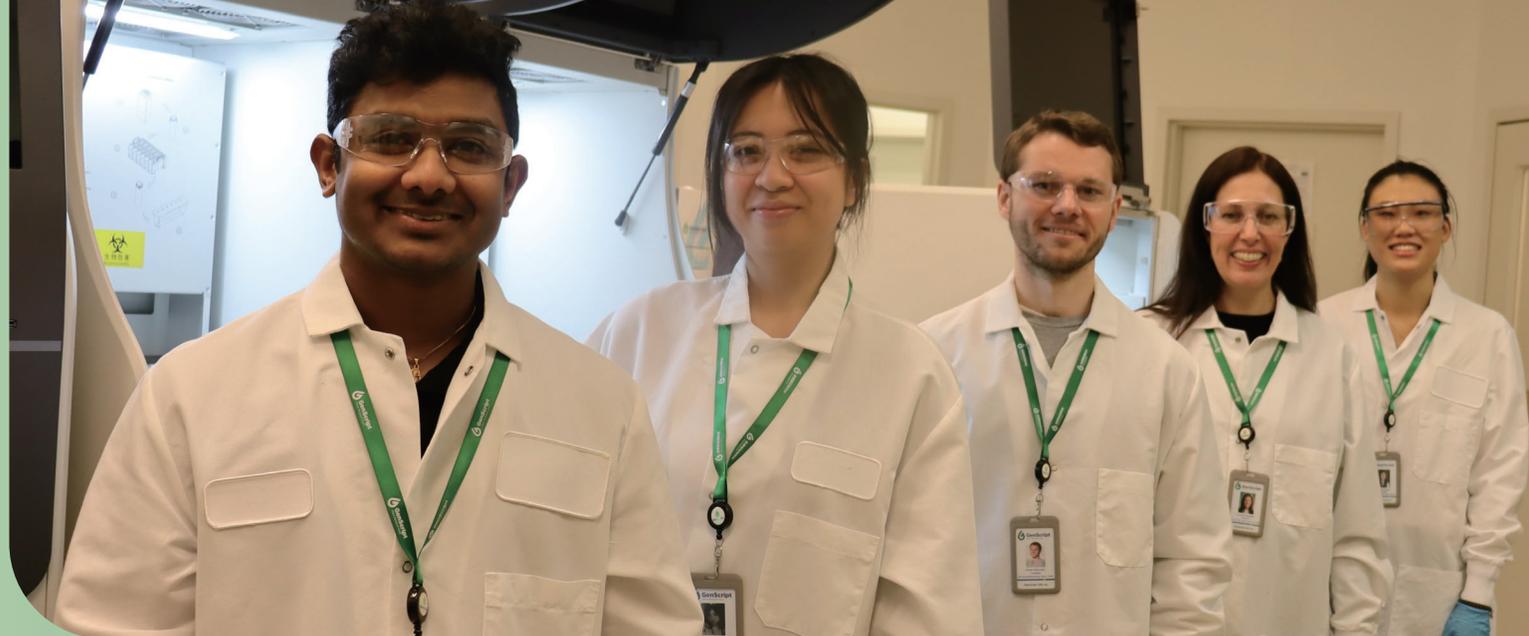
### Extended Warranty Option

For additional peace of mind, we offer an extended warranty option that can be tailored to your specific needs. This extension provides continued protection beyond the standard warranty period, ensuring that your instrument remains covered for a longer duration.

### Service Contracts: Planned/Preventative Maintenance PM

Maximize the performance and extend the lifespan of your instrument with our service contracts. The GenScript instrument service contract includes regular Planned Maintenance (PM) to keep your system running at peak efficiency. This service includes a scheduled maintenance visit performed by our certified technicians, ensuring optimal efficiency and longevity while minimizing operational disruptions.





### Warranty, Extended Warranty and Maintenance Service Comparison

	Service Type	Standard Warranty	Extended Warranty	Planned Preventive Maintenance
<b>Maintenance Services</b>	Planned Maintenance (PM)			✓
	Replacement of Wearing Parts			✓
	Software Updates			✓
	Labor, Shipment, and Product Maintenance Logistic Costs			✓
	Maintenance Intervals (PM per year)			Once per year
<b>Warranty Repair Service*</b>	Warranty Coverage Period	1 year	+ 1 year (for an additional fee)	
	Service Frequency	As needed (response within 24 hours to assess the complaint)		
	Instrument Repair	✓	✓	
	Labor and Travel Expenses	✓	✓	
	Replacement Parts	✓	✓	
<b>Additional Services</b>	Technical Support Services	✓	✓	✓
	Customizable Maintenance Plans			✓

- Warranty Repair Service covers defects in materials or workmanship. Malfunctions resulting from improper operation or failure to follow instructions are not covered.

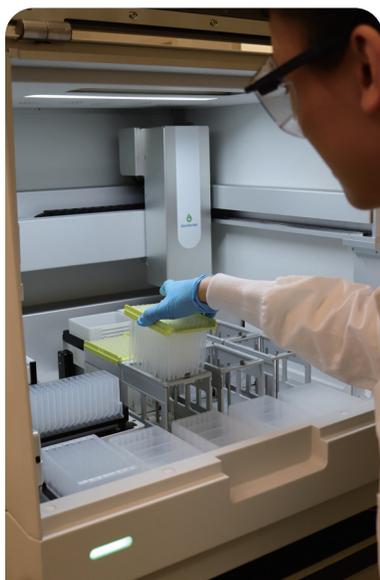
## Response Time

When you report an issue, we ensure a response within 24 hours to assess the complaint. Typically, we provide an immediate response via email or a virtual meeting.

Based on the reported issue:

- **Remote Resolution:** If the issue can be resolved remotely, we will guide you through the process to resume normal operation as quickly as possible.
- **On-Site Support:** If an engineer's on-site visit is required for troubleshooting and repairs, we will schedule the on-site visit within two weeks.
- **Delays in Repairs:** In cases where parts or repairs are expected to take longer than a month, we will provide a backup instrument for you to use until your instrument is fully operational.

## Training Programs



We offer training programs designed to suit all levels of users, from beginners to advanced operators. Our training combines theoretical knowledge with practical applications and hands-on training, ensuring that participants gain a thorough understanding of the GenScript solution.

GenScript's dedicated technical support team is committed to assisting you until you achieve the desired protein and plasmid yield, concentration, and quality for the AmMag series.

Training sessions can be held at our headquarters or on-site at your facility, providing you flexibility to meet your needs.

### Contact Us:

For more details, reach out to [product.techsupport@genscript.com](mailto:product.techsupport@genscript.com) or visit [www.genscript.com/products](http://www.genscript.com/products).

