

Maintain

AUTOMATION SYSTEM SERVICES

ACTIVELY
UNRIVALED



HighRes[®]
biosolutions

Devoted to Your Extraordinary **HighRes Biosolutions Experience**

HighRes Biosolutions hardware and software products are legendary. Simply put, our products offer peak performance tailored to any application workflow from simple to highly complex.

But we don't stop there.

Your all-encompassing HighRes experience extends to include scores of highly trained and respected HighRes technicians and specialists around the world.

These experts work tirelessly to keep your HighRes products performing like new, regardless of how hard you push the limits of possibility.



White Glove Treatment

HighRes lab automation experts and authorized technicians treat each HighRes product as a high-tech masterpiece.

Dedicating great attention to care, they service and maintain each product so that your vital automated workflow progresses with maximal uptime.



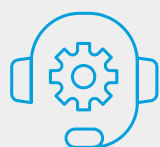
Contact sales@highresbio.com

or your HighRes Biosolutions sales or service specialist
for more information on our first-rate services.

At Your Disposal



Dynamic HighRes experts and professionals are the jewels in the crown of each service that we provide. As trusted partners, they are dedicated to your journey toward impactful success. Take advantage of all our people-based services to extend your high-end HighRes experience.



One Call For All

With complete integration of HighRes devices, you don't have to manage multiple contracts. Instead, one touch point with our support engineers is all you need.



Empowering Training

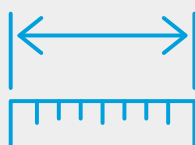
Join our remote, interactive CellarioScheduler™ software training sessions to develop skills and best practices when creating and executing your unique automated workflows. Small classes mean plenty of individualized attention, and a CellarioScheduler Software Training Certificate of Completion is awarded after course completion.

High Regard for your Quality Standards



Quality Control

Each HighRes product is subject to rigorous factory and site acceptance tests to ensure compliance with exacting standards along with optimal performance.



Prime[®] Pipette Head Precision Measurement Service

During Prime automated liquid handler pipette head installation, this service confirms that the pipetting head is operating within exact specifications. Analysis involves use of a single 96-well Artel MVS[®] system plate.



Prime Pipette Head Accuracy Calculation Service

During Prime pipette head installation, this service establishes a baseline calibration curve for the pipette head. Analysis involves use of multiple 96-well Artel MVS system plates.

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Service and Support **Your Way**

Our global technical specialists are on-hand to rapidly respond to your needs so that your workflows can run as smoothly as possible.

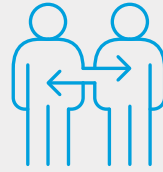
Get the most out of your HighRes experience by choosing the depth of service that best suits your needs.





Remote

- Use the convenient, online HighRes Support Community portal at any time to remotely:
 - Address basic troubleshooting
 - Request service
 - Download protocols, drivers, and software updates
 - Track progress
- Targeted response time within 48 hours



Field-based

- Use the convenient, online HighRes Support Community portal at any time to request an on-site visit from an expert HighRes Engineer for:
 - Advanced troubleshooting
 - Maintenance and repairs
 - Robotic calibration
 - Training
 - Hardware and device installation and relocation
 - Software updates and upgrades
- Targeted response time within 48 hours



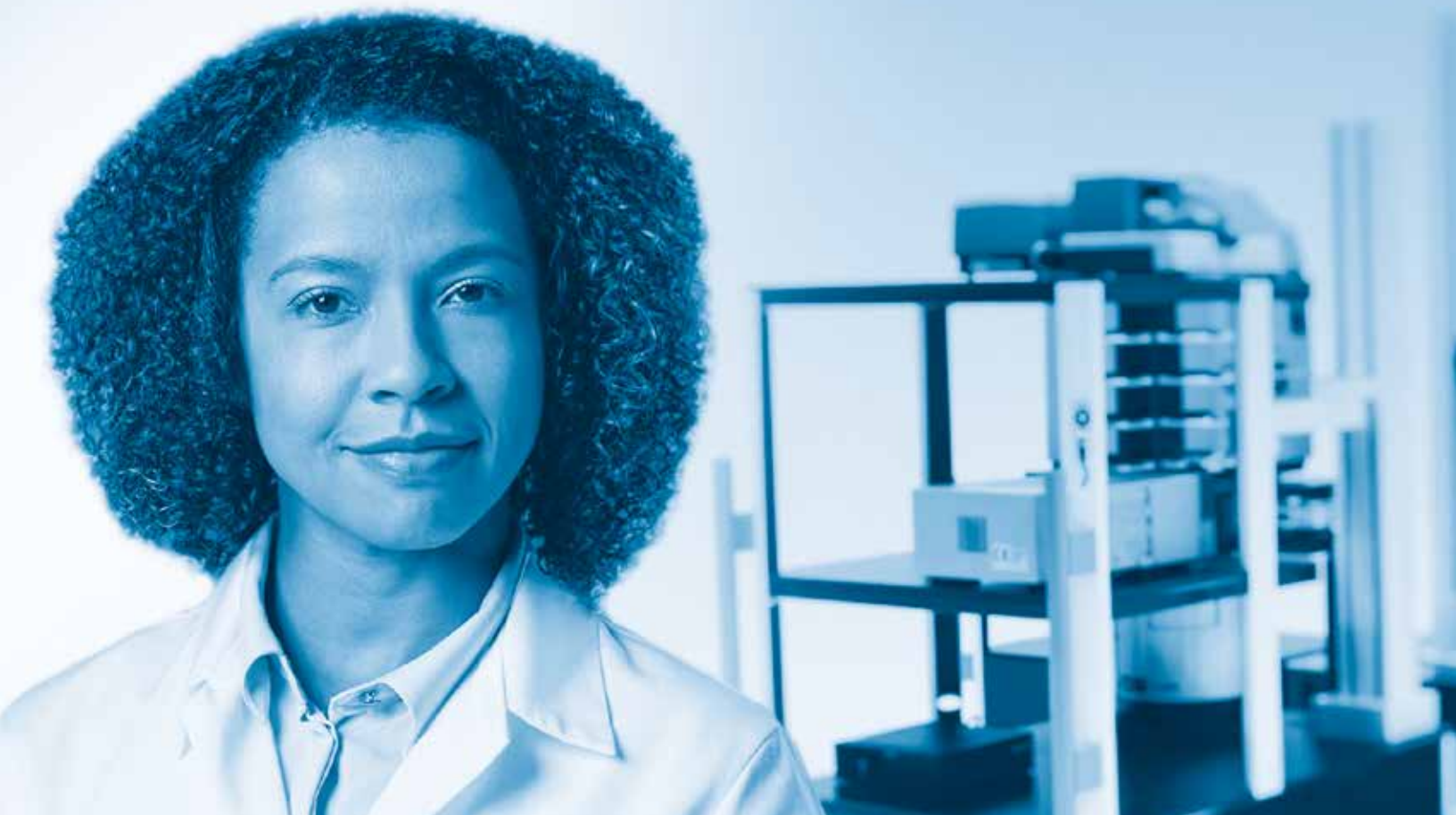
Dedicated On-site

- An expert HighRes Engineer with daily on-site dedication to your HighRes Biosolutions system for:
 - Basic and advanced troubleshooting
 - Preventative maintenance and repairs
 - Robotic calibration
 - Training
 - Hardware and device installation and relocation
 - Software updates and upgrades
 - Protocol and driver support
- Targeted immediate response time

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HighRes Biosystems Automation System Service Levels



Robotic workstations at peak performance

Push past your competition! After the one-year warranty, continue to perform at the top of your game through results-driven service contracts. Five tiers are tailored to meet individual customer needs and budgets.

Hardware and Software Service Contracts

	DO-IT-YOURSELF	BASE PLAN Automation Support Engineer (ASE) – Remote	CARE PLAN ASE Remote + Preventative Maintenance (PM)	COMPLETE CARE PLAN ASE Remote + PM + Field Service Engineer (FSE) Onsite Repairs	CONCIERGE CARE PLAN ASE Remote + PM + FSE Onsite Repairs + ASE Onsite Response
Description	You do it yourself, but we are here to help	Automation support	Automation support + system health	System protection	Concierge service
What's Included	Purchase Order required for a minimum of 4 hours labor for every case before we begin work	Case triage and resolution, if possible, by ASE remotely only.	Case triage and resolution, if possible, by ASE remotely only. One PM per year by FSE. Discount on parts.	Case triage and resolution, if possible, by ASE remotely only. One PM per year by FSE. Discount on parts.	Case triage and resolution, if possible, by ASE remotely and then onsite ASE response when necessary. One PM Per year by FSE. Unlimited repair calls. Parts included.
Service Level Agreement	Action on Purchase Order received	Remote session within 48 hours	Remote session within 48 hours. Annual PM.	Remote session within 48 hours. Annual PM. FSE 48-hour response time from determination that an issue is hardware related.	Remote session within 48 hours. Annual PM. FSE 48-hour response time from determination that an issue is hardware related. ASE onsite visit included as required.
Pricing	Time & Materials	\$	\$\$	\$\$\$	\$\$\$\$
	DIY	BASIC	ECONOMIC	MOST POPULAR	PREMIER

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