

PACBIO SERVICE OFFERINGS

For Revio™ and Onso™ systems

PacBio® service contract offerings deliver the level of maintenance needed to meet your research and budget needs. PacBio service plans maximize your efficiency, protect your investment, and ensure your productivity.



	Remote assist	No remote assist
Term length	1 year	1 year
Replacement parts and labor¹	Yes	Yes
Replacement reagents for instrument failure	Yes	Yes
Email and phone support response time²	1–2 days	1–2 days
Average response time³	1–2 days (remote); 3–5 days (on-site) ⁴	3–5 days (on-site) ⁴
Planned preventative maintenance⁵	Yes	Yes
Software updates	Yes	Yes
Applications support	Yes	Yes
Reagents for troubleshooting	Yes	Yes
Real-time performance monitoring	Yes	No
Remote diagnostics	Yes	No
Remote software updates	Yes	No

1. Coverage limited to (a) parts that would typically be replaced during a routine service and maintenance event, (b) labor to carry out the routine service and maintenance event (including labor necessary to replace such covered parts), and (c) reagents, accessories, and consumable items that are typically used during routine service and maintenance events.

2. The PacBio technical support center is available for phone and email support between 7:00 AM and 5:00 PM PT, Monday through Friday. Weekends and US holidays excluded.

3. Average response time is calculated over the duration of the annual contract during normal business hours, Monday through Friday. Weekends and holidays excluded.

4. On-site service is scheduled with the customer's laboratory workload in mind. The service will be conducted during normal business hours between 5:00 AM and 5:00 PM local time, Monday through Friday. Weekends and holidays excluded.

5. Unless otherwise stated, all systems have annual preventative maintenance.

Plan options

Description

Service contract – remote assist

One year of system parts, labor, and consumables required for repair and planned maintenance with PacBio remote support and real-time performance monitoring enabled. Subject to PacBio terms and conditions and applicable service contract data sheet.

Service contract – no remote assist

One year of system parts, labor, and consumables required for repair and planned maintenance. Subject to PacBio terms and conditions and applicable service contract data sheet.

Ready to get started?



For more information, call customer service at **1.877.920.7222, option 1** or your PacBio sales representative

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