

Customer Care & Service

SERVICE PLANS



ENSURE THE LIFE OF YOUR INSTRUMENT.

At NanoString®, our dedication to provide the highest standard of service and support of our products is second to none. The nCounter® Analysis System was engineered for maximum reliability, ease-of-use and with the end user in mind. NanoString instrument service plans and customer technical support philosophy follow these very same principles. Whether it be instrument, software, or assay related, our experienced staff is ready to assist with anything needed to ensure the best customer experience possible.

Platinum Plan

Comprehensive-plus plan that includes applications-based support from an FAS staff member as well as unlimited email and phone support from the NanoString Technical Services team. The annual preventive maintenance visit included in the Platinum Plan ensures that your system will remain calibrated to factory-standard levels and the instrument is optimized for maximum performance. For laboratories with additional compliance requirements, IQ/OQ services are covered under the Platinum plan and are performed during the annual preventive maintenance visit. In the event that a hardware related issue were to occur, this plan includes full on-site support from a field service engineer including all parts, labor and travel-related costs.

Key Features

- Live technical support*
- On-site annual re-calibration
- Software updates
- Applications specialist support
- Software upgrades (new releases)
- On-site repairs
- IQ/OQ performed during preventative maintenance visit

Gold Plan

This **comprehensive plan** includes applications-based support from an FAS staff member as well as unlimited email and phone support from the NanoString Technical Services team. The annual preventive maintenance visit included in the Gold Plan ensures that your system will remain calibrated to factory-standard levels and the instrument is optimized for maximum performance. In the event that a hardware related issue were to occur, this plan includes full on-site support from a field service engineer including all parts, labor and travel-related costs.

Key Features

- Live technical support*
- On-site annual re-calibration
- Software updates
- Applications specialist support
- Software upgrades (new releases)
- On-site repairs

Silver Plan

This **basic plan** includes unlimited email and phone support from the NanoString Technical Services team. The annual preventive maintenance visit included in the Silver Plan ensures that your system will remain calibrated to factory-standard levels and the instrument is optimized for maximum performance. In the event that a hardware related issue were to occur, repairs will be quoted on a time and material basis.

Key Features

- Live technical support*
- On-site annual re-calibration
- Software updates

nCounter® SPRINT

nCounter SPRINT plan includes applications-based support from an FAS staff member as well as unlimited email and phone support from the NanoString Technical Services team. The annual preventive maintenance visit included in the Gold Plan ensures that your system will remain calibrated to factory-standard levels and the instrument is optimized for maximum performance. In the event that a hardware related issue were to occur, this plan includes full on-site support from a field service engineer including all parts, labor and travel-related costs.

Key Features

- Live technical support*
- On-site annual re-calibration
- Software updates
- Applications specialist support
- Software upgrades (new releases)
- On-site repairs

	nCounter [®] MAX & nCounter Dx with FLEX Analysis Systems			nCounter [®] SPRINT
	Platinum	Gold	Silver*	
Annual preventative maintenance and calibration	●	●	●	●
IQ / OQ	●			
All spare parts	●	●		●
Service Team Labor & Travel	●	●		●
Software updates	●	●	●	●
Software upgrades	●	●		●
Hot-line response†	within 4 business hours	within 1 business day	N/A	within 1 business day
On-site response	within 2 business day	within 3 business day	N/A	within 3 business day
Shipping costs	●	●		●

* 90-day warranty from preventative maintenance date

† Technical Support available
MONDAY – FRIDAY, 6:00 AM – 5:00 PM PST

nCounter Max & nCounter Dx with FLEX Service Contracts	Length	Catalog Number (Platinum)	Catalog Number (Gold)	Catalog Number (Silver)
Complete System Service Contract Service and preventative maintenance contract for the Prep Station and Digital Analyzer.	12 months	NCT-SRVC-012-P	NCT-SRVC-012-G	NCT-SRVC-012-S
	24 months	NCT-SRVC-024-P	NCT-SRVC-024-G	NCT-SRVC-024-S
	36 months	NCT-SRVC-036-P	NCT-SRVC-036-G	NCT-SRVC-036-S
	48 months	NCT-SRVC-048-P	NCT-SRVC-048-G	NCT-SRVC-048-S
Prep Station Service Contract Service and preventative maintenance contract for the Prep Station only.	12 months	PS-SRVC-012-P	PS-SRVC-012-G	PS-SRVC-012-S
	24 months	PS-SRVC-024-P	PS-SRVC-024-G	PS-SRVC-024-S
	36 months	PS-SRVC-036-P	PS-SRVC-036-G	PS-SRVC-036-S
	48 months	PS-SRVC-048-P	PS-SRVC-048-G	PS-SRVC-048-S
Digital Analyzer Service Contract Service and preventative maintenance contract for the Digital Analyzer only.	12 months	DA-SRVC-012-P	DA-SRVC-012-G	DA-SRVC-012-S
	24 months	DA-SRVC-024-P	DA-SRVC-024-G	DA-SRVC-024-S
	36 months	DA-SRVC-036-P	DA-SRVC-036-G	DA-SRVC-036-S
	48 months	DA-SRVC-048-P	DA-SRVC-048-G	DA-SRVC-048-S

nCounter SPRINT Service Contracts	Length	Catalog Number
Service and preventative maintenance contract for the nCounter SPRINT Profiler	12 months	SPRINT-SRVC-12M
	24 months	SPRINT-SRVC-24M
	36 months	SPRINT-SRVC-36M
	48 months	SPRINT-SRVC-48M

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