

# Proteograph™ Service Plans



## The Seer Promise

- Maximize productivity
- Reduce downtime
- Ensure reliability

Maintaining the performance of your **SP100 Automation Instrument** is key to maximizing your productivity, minimizing instrument downtime, and generating reproducible results. The SP100 is designed to meet Seer's standards for exceptional assay performance and includes a 1-year warranty. Extend your warranty service with one of our comprehensive **Proteograph™ Service Plans**.

Proteograph Service Plans provide greater access to technical support and routine maintenance — plus prioritized emergency repairs that ensure continuity of your workflow and give you peace of mind. All services are provided by our network of field experts, guaranteeing a high level of service.

## Exceptional Support

The Proteograph Service Plans include:

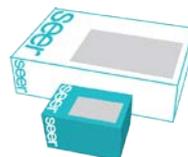
- Unlimited access to Seer technical support staff and service calls for seamless onsite repair.
- Preventative maintenance performed by expert Seer Field Service Engineers, including operational performance testing\*, to extend instrument performance.
- Coverage for hardware, replacement parts, and consumables affected by hardware issues to minimize operational impact.
- Supplemental training and application support, including workflow design and troubleshooting assistance by Seer Field Application Scientists, to meet your research needs.



Technical support



Preventative maintenance & operational performance testing\*



Replacement parts



Expert training

\*Excludes qualification services.

## Select Your Proteograph Service Plan

	Proteograph Plus	Proteograph Premium*
<b>Extended warranty period</b>	12 months	12 months
<b>Preventative maintenance†</b>	1	2
<b>Technical support</b>		
Technical Support Center availability	Monday to Friday 8am–5pm PST, excluding US Federal Holidays	Monday to Friday 6am–6pm PST, excluding US Federal Holidays
Remote response time ( <i>email, chat, phone</i> )	<i>Within 8 hours</i>	<i>Within 4 hours</i>
Onsite response time for emergency repairs	<i>Within 5 business days</i>	<i>Within 3 business days</i>
<b>Replacement parts</b>		
Instrument spare parts and replacement	Covered	Covered
Warranted repairs ( <i>labor, travel, shipping, and certified parts</i> )	Covered	Covered
Consumables	Covered during hardware-related failures	Covered during hardware-related failures
<b>Training and support</b>		
Basic operator training	Available for additional fee	1 training included on request
Software training	1 remote training	1 onsite or remote training
Onsite workflow support	Included	Included
<b>Product code</b>	S55R9900	S55R1305

\*Currently available in the US only.

†Includes operational performance testing.

Find out more at [seer.bio/product/proteograph-product-suite](https://seer.bio/product/proteograph-product-suite)

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