



## Our Services

Our talented team of professionals and our partners work rigorously to make sure that all your demands are met. We offer 3 types of support services, allowing the reduction of downtime to almost zero.

### **Support Packages:**

Regular Support (no contract):

All service requests will be answered within a 48-hour period and will be billed time and material. No response-time priority.

Regular Support (with contract):

All service requests will be answered within a 24-hour period and will be billed only for materials not under warranty. Request completion priority.

Premium Support:

All service requests will be answered within a 12-hour period and loaner machine will be provided when required at no additional cost. Premium request completion priority.

### **Training Services:**

We provide training services on the feature and applications of the HPC 100 and 150, as well as the improvement of technical knowledge of cytometry. We provide on-site and remote training, please inquire for more details.

Please contact us for more details