

# guava easyCyte™ Flow Cytometers

## Instrument service and application support



# Instrument service plans

To help you get the most out of your guava easyCyte™ flow cytometry system, our worldwide service organization offers you a variety of service plans to suit your individual support needs and maintain the longevity of your instrument.

As part of EMD Millipore's complete flow cytometry solution, our service agreements are structured, yet flexible enough for you to select the level of hardware, application, and software support you prefer. Please contact our sales representatives regarding our comprehensive range of service and support agreements.

## Advantages of maintaining a service plan:

- Best-in-class service support maintains optimal performance, enabling high quality data
- Planned instrument maintenance reduces overall service costs
- Service plans are the best protection for your instrument investment and its long-term operation

## Instrument Service Plan Options

Service Plan Features*	One-Year Warranty	Service Total Plan	Service Advanced Plan	Service Essential Plan
Travel & Labor Expenses	o	o		
On Site Repairs	o	o	o	o
Coverage of Parts	o	o		
Preventative Maintenance Visit		o	o	o
Factory Trained & Authorized Service Engineers	o	o	o	o
Technical Support Services	o	o	o	o
Priority Scheduling	o	o		
One visit for instrument diagnostics or basic repairs			o	

### One-Year Warranty

Our standard one-year warranty covers the replacement of any components that may be damaged through normal use of the instrument within the first year of an instrument installation.

Qualified field service engineers or applications specialists provide instrument installation; customers should not attempt to install the instrument themselves. Following installation of a new instrument by a field service engineer or applications specialist, on-site applications specialists demonstrate how to maintain the instrument as part of customer training.

### Service Total Plan

For complete service coverage, the Service Total Plan provides optimal service support and also covers the travel, labor and component costs for any service needed during that year. The Service Total Plan provides for all costs associated with the annual preventative maintenance and includes priority scheduling to ensure you receive the most timely service.

### Service Advanced Plan

The Service Advanced Plan provides a yearly maintenance visit to ensure your instrument is functioning as designed. In addition to the maintenance visit, you will have an additional visit to use at your discretion any time during the year. This additional visit covers travel and basic diagnostic and minor adjustments to the instrument.

### Service Essential Plan

The Service Essential Plan provides a yearly inspection and tune up of your instrument to ensure it's functioning as the system is designed. Service Essential Plan coverage is separate from the benefits of the one-year warranty, i.e., this plan will not address the costs of service repairs that are outside of preventative maintenance. For additional service requests whose scope is beyond preventative maintenance or warranty repair, service is billed separately.

# Instrument technical support

In addition to service support, our worldwide technical support team can help you any time by email or telephone. Their combined expertise in our products enables them to answer questions beyond hardware and software, to help address any cellular analysis challenges you face. If your concern cannot be addressed by our technical support team on the telephone, we will schedule a visit from a service engineer or applications specialist. If you need to relocate your guava easyCyte instrument, please call technical support to schedule a specialist or engineer to assist. Moving a guava® instru-

ment without proper procedure could have a negative impact on the instrument.

The instrument user guides provide comprehensive information on how to operate your instrument correctly, perform troubleshooting and conduct system maintenance. The detailed guide also provides step-by-step instructions on how to use GuavaSoft™ software for sample acquisition and analysis. To download the guava easyCyte™ HT or guava easyCyte™ user guides, visit: [www.emdmillipore.com/guava](http://www.emdmillipore.com/guava)

# On-site applications support from field applications specialists

Customer training and post-sales applications support are provided by our field applications and instrumentation specialists. These highly qualified scientists have expertise in both flow cytometry and the entire EMD Millipore portfolio of devices, kits and reagents. Basic Training covers instrument maintenance and an introduction to basic acquisition on the guava easyCyte™ systems.

Advanced training also covers instrument maintenance and acquisition, and provides additional detail regarding the functionality of InCyte™ software using application specific examples. If you need additional training on the system, software or FlowCollect® kits, our field applications specialists are here to assist you.

Instrument Et Applications Support Provided	Service Part Number
<b>On-Site Instrument Training</b>	
Instrument Installation and Basic Training (Half Day)	0500-1690
Instrument Installation and Advanced Training (Full Day)	0500-1680

# Installation Qualification and Operation Qualification (IQ/OQ)

Our qualification services verify that your instrument is working according to manufacturer's specifications. This will give you added peace of mind that your instrument is producing high quality data. An EMD Millipore specialist will come to your site to perform the testing.

Product Description	Service Part Number
IQ/OQ guava easyCyte™ System	8000-1998

## Ordering Information

Product Description	Cat. No.
guava easyCyte™ 5 Service Essential Plan	0500-3257
guava easyCyte™ 5 HPL Service Essential Plan	0500-3290
guava easyCyte™ 6-2L Service Essential Plan	0500-3258
guava easyCyte™ 8 Service Essential Plan	0500-3259
guava easyCyte™ 10 Service Essential Plan	0500-3292
guava easyCyte™ 12 Service Essential Plan	0500-3260
guava easyCyte™ 5HT Service Essential Plan	0500-3261
guava easyCyte™ 5HT HPL Service Essential Plan	0500-3291
guava easyCyte™ 6HT-2L Service Essential Plan	0500-3262
guava easyCyte™ 8HT Service Essential Plan	0500-3263
guava easyCyte™ 10HT Service Essential Plan	0500-3293
guava easyCyte™ 12HT Service Essential Plan	0500-3264
guava easyCyte™ 5 Service Advanced Plan	0500-3265
guava easyCyte™ 5 HPL Service Advanced Plan	0500-3294
guava easyCyte™ 6-2L Service Advanced Plan	0500-3266
guava easyCyte™ 8 Service Advanced Plan	0500-3267
guava easyCyte™ 10 Service Advanced Plan	0500-3296
guava easyCyte™ 12 Service Advanced Plan	0500-3268

Product Description	Cat. No.
guava easyCyte™ 5HT Service Advanced Plan	0500-3269
guava easyCyte™ 5HT HPL Service Advanced Plan	0500-3295
guava easyCyte™ 6HT-2L Service Advanced Plan	0500-3270
guava easyCyte™ 8HT Service Advanced Plan	0500-3271
guava easyCyte™ 10HT Service Advanced Plan	0500-3297
guava easyCyte™ 12HT Service Advanced Plan	0500-3272
guava easyCyte™ 5 Service Total Plan	0500-3273
guava easyCyte™ 5 HPL Service Total Plan	0500-3298
guava easyCyte™ 6-2L Service Total Plan	0500-3274
guava easyCyte™ 8 Service Total Plan	0500-3275
guava easyCyte™ 10 Service Total Plan	0500-3300
guava easyCyte™ 12 Service Total Plan	0500-3276
guava easyCyte™ 5HT Service Total Plan	0500-3277
guava easyCyte™ 5HT HPL Service Total Plan	0500-3299
guava easyCyte™ 6HT-2L Service Total Plan	0500-3278
guava easyCyte™ 8HT Service Total Plan	0500-3279
guava easyCyte™ 10HT Service Total Plan	0500-3301
guava easyCyte™ 12HT Service Total Plan	0500-3280

### Additional parts for guava easyCyte™ Systems

Product Description	Cat. No.
Flow Cell for guava easyCyte™ HT Systems*	0500-2260
Flow Cell for guava easyCyte™ Single Sample Loader Systems*	0500-2270
Waste Bottle for guava easyCyte™ Systems	0110-3020
Cleaning Bottle Assay for guava easyCyte™ Systems	0110-8125
Flow Cell Removal Tool	6000-2410
Waste Bottle Assay for guava easyCyte™ HT Systems	0110-5790
Cleaning Bottle for guava easyCyte™ HT Systems	0110-5780
Tubing for waste/cleaning bottles	2500-0060

\* Flow Cells for newer guava easyCyte™ systems now include MINSTAC® tubing. Please review the Flow Cell product insert guide for correct installation instructions.

### To place an order or receive technical assistance

In the U.S. and Canada, call toll-free 1-800-645-5476

For other countries across Europe and the world, please visit: [www.emdmillipore.com/offices](http://www.emdmillipore.com/offices)

For Technical Service, please visit: [www.emdmillipore.com/techservice](http://www.emdmillipore.com/techservice)



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