

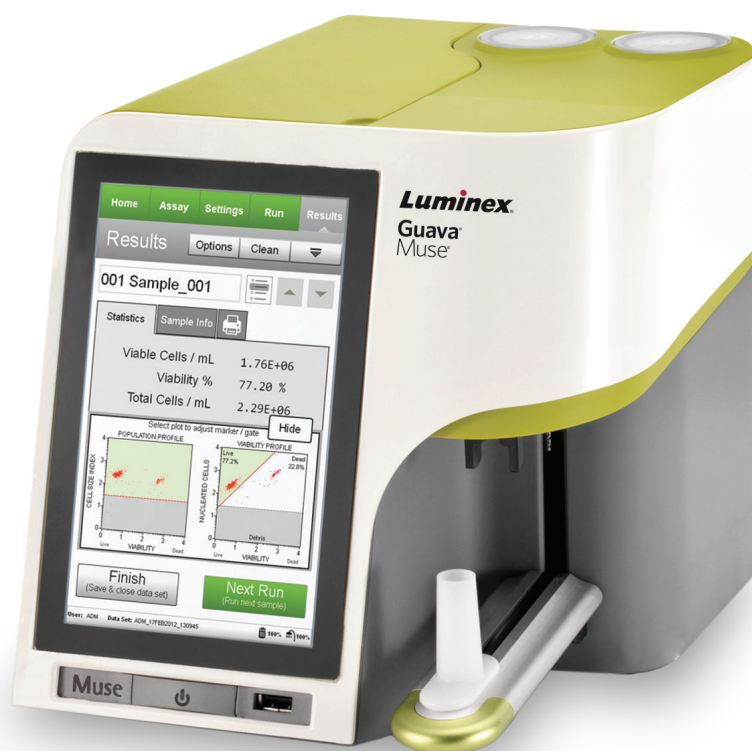
Guava® Muse® Maintenance and Repair Services

The Guava® Muse® Cell Analyzer packs three-parameter analysis into a compact, easy-to-use benchtop device, making flow cytometry accessible to anyone, anytime. A user-friendly touchscreen interface, intuitive cell analysis software, and optimized assays work to simplify your research. To help you get the most from your Guava Muse System, our global service organization offers a variety of service plans to maintain the performance and longevity of your instrument, while meeting your individual support needs.

As part of Luminex's comprehensive flow cytometry solutions, our service packages offer post-warranty support, and allow you to select the level of hardware, application, and software support that fits your needs. Please contact your local sales representative for more information about our service and support packages.

Advantages of maintaining a service plan:

- Excellent service support, which maintains optimal performance and enables high-quality data
- Regular maintenance reduces overall service costs, protects the instrument, and improves long-term operation
- Immediate support after the initial one-year instrument warranty ensures uninterrupted work in your lab



Instrument Service Plans¹

On-Site and Depot Service Plans are available for the Muse Cell Analyzer, depending on the needs of your laboratory. On-Site Service Plans aim to meet the needs of customers who require maximum up-time for their systems, or are working in settings in which the instrument must remain in the laboratory. Depot Service Plans aim to meet the budgetary needs of academic laboratories.

On-Site Service Plans

	One-Year Instrument Warranty	Complete On-Site Service Plan	Intermediate On-Site Service Plan	Basic On-Site Service Plan
Unlimited On-Site Service ²	✓	✓		
On-Site Service Repair Visit ³			✓	
Repair Parts	✓	✓	20% Discount ⁴	10% Discount
Annual Preventative Maintenance On-Site Service ⁵		✓	✓	✓
Trained and Authorized Service Technicians	✓	✓	✓	✓
Technical Support - Telephone and Online	✓	✓	✓	✓
Training Visit ⁶		✓		
Priority Service Scheduling	✓	✓		
Firmware Updates	✓	✓	✓	

Depot Service Plans

	One-Year Instrument Warranty	Complete Depot Service Plan	Intermediate Depot Service Plan	Basic Depot Service Plan
Unlimited Depot Service ⁷	✓	✓		
Depot Service Repair ⁸			✓	
Repair Parts	✓	✓	20% Discount ⁹	10% Discount
Annual Preventative Maintenance Depot Service		✓	✓	✓
Trained and Authorized Service Technicians	✓	✓	✓	✓
Technical Support - Telephone and Online	✓	✓	✓	✓
Priority Service Scheduling	✓	✓		
Firmware Updates	✓	✓	✓	

1. Not all service plans are available in all countries. For more information, please contact Service Sales at servicesales@luminexcorp.com. Standard Luminex policy requires that instruments with a lapse in service coverage be recertified by Luminex prior to commencing a service plan. The recertification fee includes travel and three hours of labor. Additional hours of labor and parts used during the recertification will be invoiced. Additional Services (described on the following page) are not covered by any service plan.

2. Parts, labor, and travel are included for all On-Site Service Visits under the Complete On-Site Service Plan.

3. Parts, labor, and travel are included for the first On-Site Service Repair Visit in addition to the one Annual Preventative Maintenance On-Site Service.

4. Under the Intermediate On-Site Service Plan, subsequent repair visits include a parts discount of 20%. Labor and travel not included.

5. Parts, labor, and travel are included for the one (1) Annual Preventative Maintenance On-Site Service.

6. One (1) training visit is provided under the Complete On-Site Service Plan.

7. Parts, labor, and shipping are included for all Unlimited Depot Services under the Complete Service Plan.

8. Parts, labor, and shipping are included for only the first Depot Service Repair in addition to the one (1) Annual Preventative Maintenance Depot Service.

9. Under the Intermediate Depot Service Plan, subsequent repair visits include a parts discount of 20%. Labor and travel not included.

Complete Service Plan

The Complete On-Site Service Plans provide a comprehensive service package designed to support customers who routinely operate their instrument and require service with priority scheduling.

The Complete On-Site Service Plan is Luminex's most comprehensive service support plan. It covers the travel, labor, and spare part costs for any service needed during the Complete On-Site Service Plan period. The Complete On-Site Service Plan also includes all costs associated with the one Annual Preventative Maintenance On-Site Service, and includes priority scheduling for timely On-Site Service. One Training Visit is also provided each year of the Complete On-Site Service Plan to help you get the most from your Muse System.

The Complete Depot Service Plan provides excellent depot service support by covering the parts, labor, and shipping costs for any service needed during the Complete Depot Service Plan period. The Complete Depot Service Plan also includes all costs associated with the one Annual Preventative Maintenance Depot Service, and includes priority scheduling for timely service at the depot center.

Intermediate Service Plan

The Intermediate Service Plans are specially designed for customers who routinely operate their instrument and require service that fits their budgetary requirements.

The Intermediate On-Site Service Plan provides one Annual Preventative Maintenance On-Site Service to check instrument functionality. In addition to the one Annual Preventative Maintenance On-Site Service, you will have one On-Site Service Repair Visit to use at your discretion at any time during the Intermediate On-Site Service Plan duration. This one On-Site Service Repair Visit under the Intermediate Service Plan includes travel, labor, and spare part costs. A 20% discount on repair parts for subsequent repair visits is also available with the Intermediate On-Site Service Plan.

The Intermediate Depot Service Plan provides one Annual Preventative Maintenance Depot Service to check instrument functionality. In addition to the one Annual Preventative Maintenance Depot Service, you will have one Depot Service Repair to use at your discretion at any time during the Intermediate Depot Service Plan duration. This one Depot Service Repair Visit under the Intermediate Depot Service Plan covers shipping, labor, and spare part costs when sent to the depot repair center. A 20% discount on repair parts is also included with the Intermediate Depot Service Plan.

Basic Service Plan

The Basic On-site Service Plan provides one Annual Preventative Maintenance On-Site Service of your instrument to check instrument functionality. Additional service requests are billed separately, but a 10% discount on repair parts is available under this plan.

The Basic Depot Service Plan provides one Annual Preventative Maintenance Depot Service to check instrument functionality. Additional service requests are billed separately, but a 10% discount on repair parts is available under this plan.

Annual Preventative Maintenance may include the following services:

- Replacement of worn parts
- System inspection and calibration
- Verification of performance
- Labor
- Travel (On-Site Service Plans only)
- Shipping and shipping container (Depot Service Plans only)

Technical Support

In addition to service support, our worldwide Technical Support Team can help you anytime by email or telephone. Their combined expertise enables them to answer questions beyond hardware and software, as well as 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 either a depot repair or a visit from a Field Service Engineer or a Field Application Scientist.

Additional Services

The following services are outside of the Luminex service plans mentioned above and are subject to additional fees.

Application Training Visit

The Muse System may be installed by customers by following the instructions in the accompanying documentation. Customers may also request Application Training Visits, which are provided by Field Application Scientists at customer sites. The Application Training Visit includes instructions on instrument installation and maintenance, data acquisition, and customer-specific application training. Luminex Field Application Scientists have expertise in both flow cytometry and the entire Luminex portfolio of flow cytometers, kits, and reagents.

Installation Qualification and Operation Qualification (IQ/OQ)

Our qualification services verify whether your instrument is working according to manufacturer specifications. This provides added peace of mind that your instrument is producing high-quality data. A Luminex Field Application Scientist will come to your site to perform the testing and provide the necessary documentation for regulatory compliance.

Guava® Muse® Service Plans

Part Number	Description
SLA-MUSE-COMPLETE	Guava® Muse® Complete On-Site Service Plan
SLA-MUSE-INTERMED	Guava® Muse® Intermediate On-Site Service Plan
SLA-MUSE-BASIC	Guava® Muse® Basic On-Site Service Plan
PM-Muse	Guava® Muse® Annual Preventative Maintenance On-Site Service
SLA-MUSE-COMP-DEPOT	Guava® Muse® Complete Depot Service Plan
SLA-MUSE-INTER-DEPOT	Guava® Muse® Intermediate Depot Service Plan
SLA-MUSE-BASIC-DEPOT	Guava® Muse® Basic Depot Service Plan
SLA-MUSE-PM-RUO	Guava® Muse® Annual Preventative Maintenance Depot Service

Guava® Muse® Additional Services

Part Number	Description
CN-0472-01	Guava® Muse® On-Site Instrument Installation and Application Review
CN-0474-01	Guava® Muse® IQ/OQ, On-Site

Luminex
complexity simplified.

For more information, please visit: luminexcorp.com/muse-cell-analyzer/

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