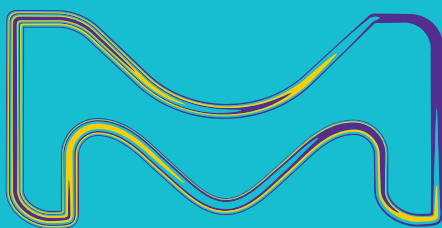


Muse[®] Cell Analyzer

Service Plans



The life science business of Merck KGaA, Darmstadt, Germany operates as MilliporeSigma in the U.S. and Canada.

**MILLIPORE
SIGMA**

With its simple design and operation, the Muse® Cell Analyzer provides reliable cell data—instantly and accurately. To maximize the instrument's performance, MilliporeSigma offers a comprehensive service program supported by trained, in-house specialists and technical support representatives. With full coverage for replacement of approved instrument components, our warranty protection and service plans ensure your system remains fully operational.

Instrument Installation

The simple design of the Muse® Cell Analyzer enables any user to quickly and easily install the system. You can set up your instrument in just a few steps using the simple tutorial guide for installation on the USB drive included with the instrument, or watching the Installation Video Series online (EMDMillipore.com/muse). A User Guide is also available for more detailed information. Once operational, you obtain your data effortlessly as the touchscreen interface guides you, step-by-step, through each of the validated applications for sample analysis. The validated kits are optimized with highly stable reagents, minimizing sample preparation and enabling you to run a group of samples at your own pace.

By purchasing a service plan, you will:

- Protect your investment after the warranty period ends
- Ensure optimal performance and faster access to updated instrument information
- Reduce repair costs in cases of instrument damage

Our Standard One-Year Warranty

The Muse® instrument's automatic one-year warranty provides full coverage for 12 months after you receive your instrument. If your instrument fails to operate as specified within the first year of purchase, simply call one of our trained technical support representatives at **1-800-645-5476** for assistance. If the instrument requires repair, you will receive instructions for shipping the instrument to one of our service repair sites, where our trained specialists can repair the instrument promptly. The warranty covers the cost of shipment from the local depot repair site back to the customer location.

Muse® Service Plans

After the one-year warranty expires, we have a variety of reasonably priced plans to accommodate your needs and budget. For instruments not covered by a warranty or service plan, quotes for depot service repair are provided on an individual item basis.

Muse® Total Service Plan

This is our most comprehensive, all-inclusive plan that provides the same level of coverage as in the first year of instrument warranty*, so you're not faced with potentially expensive repairs. The plan includes coverage for a 12-month period and can be purchased at the time of your initial purchase. Coverage includes unlimited repairs at your local MilliporeSigma depot repair center. All shipping charges, spare parts and labor are covered, no questions asked. Also included in the plan is an Annual Preventative Maintenance Service (PM). For extended coverage, simply purchase multiple 12-month plans for the desired duration of coverage.

Muse® Advanced Service Plan

This is our mid-tier plan that includes up to two repairs in any 12-month period, at your local MilliporeSigma depot repair center. All shipping charges, spare parts and labor associated with any repair are covered. Also included in the plan is an Annual PM Service. The plan includes coverage for a 12-month period and can be purchased at the time of your initial purchase. For extended coverage, simply purchase multiple 12-month plans for the desired duration of coverage.

Muse® Essential Service Plan

This is our basic plan that covers one Annual PM Service in any 12-month period, at your local MilliporeSigma depot repair center. This includes replacement of flow cell, tubing and bottles, as well as latest software update and complete QC of the instrument. All parts, labor and shipping are included. The plan includes coverage for a 12-month period and can be purchased at the time of your initial purchase. For extended coverage, simply purchase multiple 12-month plans for the desired duration of coverage.

Please note: Any extensive repair requiring parts not mentioned above is not covered, and will be quoted for separately.



Ordering Information

Muse® Service Plans and Products

Plan Description	Plan Details	Cat. No.
Muse® Total Service Plan	All-inclusive service plan for 12 months. Covers unlimited repairs at depot center, and/or replacement of instrument. All shipping charges, spare parts and labor included. One Annual Preventative Maintenance Service included.	0500-3282
Muse® Advanced Service Plan	Annual Preventative Maintenance Service at local depot center, plus all inclusive coverage of maximum of 2 repairs within a one-year period. All shipping charges, labor and spare parts included. (If a repair is performed during the Annual Preventative Maintenance Service, only one additional repair is included during the coverage period.)	0500-3283
Muse® Essential Service Plan	One Annual Preventative Maintenance Service (at depot center). Includes replacement of flow cell, tubing and bottles, as well as software update, System Clean, System Check and QC. All parts, labor and shipping included.	0500-3285
Muse® Installation Fee	Optional instrument installation by trained representative**. Onsite instrument installation and applications review.	0600-0450
Muse® Cell Analyzer IQ/OQ Service	Installation and Operational Qualification Document; Service performed by MilliporeSigma-Trained Representative.	8000-2007

**The Muse® instrument is designed to be user-installed. Tutorial Guides, Installation Videos and a comprehensive User Guide are available to assist with installation. By special request, we can provide on-site installations training for 1-3 users for an additional fee. For warranty pricing, please contact your local sales representative.

Muse® Warranty Coverage

	Muse® Total Service Plan	Muse® Advanced Service Plan	Muse® Essential Service Plan	*Standard Warranty (first 12 months after purchase date)
Repair at depot center (includes labor and expenses)	Yes Unlimited repairs are covered	Yes 2 repairs covered within one year	No	Unit repaired or replaced as appropriate
Annual Preventative Maintenance Service	Yes	Yes	Yes	No
Cost of shipment from local repair site to customer location	Yes	Yes	Yes	Yes
Software upgrade	Yes	Yes	Yes	Yes
Factory trained and authorized service engineers	Yes	Yes	Yes	Yes
Technical support call center	Yes	Yes	Yes	Yes

Warranty Coverage

Standard warranty coverage extends to instrument failure either at the time of installation, or during the first 12 months following normal usage of the instrument. It does not cover failure resulting from improper operation.

Warranty Exceptions

Warranty coverage does not extend to damage to the instrument through user error, or when user guidelines are not followed. Seller shall not be responsible for damage to the flow cell by user attempting to run capped tubes, improper loading of the flow cell into the system, or failure to use ICF with the system as directed.

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