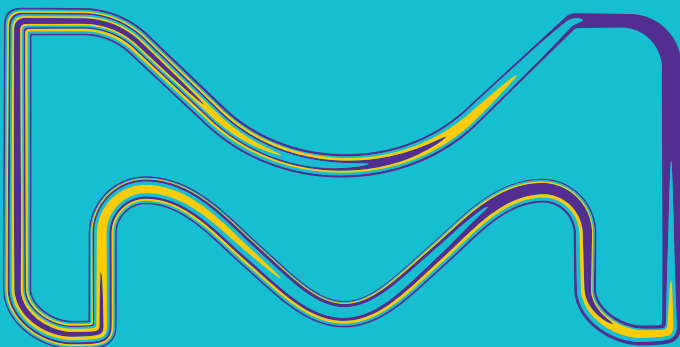


Amnis[®] Imaging Flow Cytometers

Instrument Support



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

**MILLIPORE
SIGMA**

Instrument service plans

To help you get the most from your instrument, MilliporeSigma offers a comprehensive service program to support and protect your investment with the help of trained specialists and technical support representatives. Our standard one-year warranty gets you started with the full-coverage Service Total® Plan for the first year of ownership. Beyond the first-year warranty, we offer extended service solutions for comprehensive (Service Total®) coverage of your instrument and flexible (Service Advanced® or Service Essential®) plans to fit your budget.

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
- Reduced instrument downtime when repairs are needed, with guaranteed on-site coverage within three business days

	Total	Advanced	Essential
Comprehensive Service Agreement			
One Preventive Maintenance Visit	Yes	Yes	Yes
One Preventive Maintenance Kit	Yes	Yes	Yes
Unlimited On-site Technical Support	Yes	Yes	No
All Spare Parts	Yes	As Specified	No
All Options Covered	Yes	As Specified	No
User Training	Yes	No	No
Calibration and Speed Beads	Yes	No	No

Service plan options

Service Total® Plan – Complete Peace of Mind

For complete service coverage following the first-year warranty period, the Service Total® Plan provides optimal service support and also covers the travel, labor and component costs for any service needed during the coverage period. The Service Total® Plan also provides for all costs associated with the annual preventive maintenance.

One (1) Year Service Total® Plan includes:

- All necessary repairs to entire instrument, including all installed options
- One preventive maintenance visit
- All necessary telephone support
- FlowSight® calibration or ImageStream® SpeedBeads (1 kit)
- User training
- Travel, labor and parts required for covered repair, service and maintenance
- Multi-year discounts available:
 - 5% price discount on entire plan price for two (2) years purchased and paid in advance
 - 10% price discount on entire plan price for three (3) or more years purchased and paid in advance

Service Essential® Plan – Preventive Maintenance

The Service Essential® Plan provides all costs associated with the annual preventive maintenance.

One (1) Year Service Essential® Plan includes:

- One preventive maintenance visit
- Preventive maintenance parts
- Travel, labor and parts required for covered preventive maintenance

Important Note Regarding Warranty / Service Contract Coverage

Contracts for service assume continuous warranty or service contract coverage. If coverage lapses and is later re-established, the instrument must first be restored to factory specifications, which may result in additional costs.

Service Advanced® Plan – Flexible Option

For selective service coverage following the first-year warranty period, the Service Advanced® Plan provides service support for the base* instrument plus options as selected, along with the travel, labor and component costs for any service on covered options needed during the coverage period. The Service Advanced® Plan provides all costs associated with the annual preventive maintenance.

One (1) Year Service Advanced® Plan includes:

- All necessary repairs to base instrument
- Installed option may be covered as specified
- One preventive maintenance visit
- All necessary telephone support
- Travel, labor and parts required for covered repair, service and maintenance

Other services – à la carte on non-covered instruments or options

- On-site support – minimum charge (installation of options or instrument repair, for up to two days); Remote instrument support billed per hour (first half hour free of charge)
- On-site training with an application scientist

Ordering Information

ImageStream[®]X System

Product Description	Total [®] Plan Cat. No.	Advanced [®] Plan Cat. No.
ImageStream [®] X MKII Base instrument*	603215	604215
ImageStream [®] X Base instrument*	603216	604216
Options[†]		
Data Analysis Workstation	603101	604101
HP Blue Laser – 488 nm, 400 mW	603111	604111
UV Laser – 375 nm, 70 mW	603119	604119
Violet Laser – 405 nm, 120 mW	603121	604121
UV + Violet Laser – 375/405 nm	603129	604129
Red Laser – 642 nm, 150 mW	603136	604136
Green Laser – 561 nm, 200 mW	603141	604141
Yellow Laser – 592 nm, 300 mW	603151	604151
AutoSampler	603161	604161
12 Imaging Channels (camera 2)	603181	604181
MultiMag – 60X, 40X, 20X	603191	604191
Extended Depth of Field	603201	604201

FlowSight[®] System

Product Description	Total [®] Plan Cat. No.	Advanced [®] Plan Cat. No.
Base instrument*	603300	604300
Options[†]		
Data Analysis Workstation	603101	604101
Violet Laser – 405 nm, 100 mW	603320	604320
Red Laser – 642 nm, 100 mW	603330	604330
Green Laser – 561 nm, 50 mW	603340	604340
AutoSampler	603360	604360
Quantitative Imaging	603370	604370

* Base instrument: Camera I, single objective, 488 nm laser, SSC laser, integral fluidics, electronics, and all non-optional equipment

† Options are automatically included with Total[®] Plan, optional with Advanced[®] Plan

Service Essential[®] Plans

Product Description	Cat. No.
One (1) Year Service Essential [®] Plan for ImageStream [®] X System	600206
One (1) Year Service Essential [®] Plan for ImageStream [®] X MKII System	600205
One (1) Year Service Essential [®] Plan for FlowSight [®] System	600207

Instrument technical support

In addition to service support, our worldwide technical support team can help you at 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 technical challenges you face.

Instrument user guides provide comprehensive information on how to operate your instrument correctly, perform troubleshooting, and conduct system maintenance.

To access the user guide, visit our knowledge base at:

EMDMillipore.com/AmnisPortal

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, call
+44 (0) 115 943 0840

For other countries across Europe
and the world, please visit
EMDMillipore.com/offices

For Technical Service, please visit
EMDMillipore.com/techservice

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