

Instrument Warranty and Annual Service Plans

Safeguard your investment and ensure peak performance

Introduction

Element Biosciences™ provides qualified service and support to ensure reliability and maximize performance of your AVITI, AVITI LT, and AVITI24™ instruments. Our dedicated and experienced Element team simplifies service and support to minimize disruptions and keep your system operating at peak performance. Our fully staffed team includes field service engineers to support site prep, installation, and system verification, field application scientists to address technical challenges and host scientist-to-scientist conversations, and additional tech support engineers and scientists for rapid phone and email support.

All Element Biosciences instrument purchases include a 1-year manufacturer warranty ("Manufacturer Warranty")¹ upon installation. Extend your service and support coverage beyond the Manufacturer Warranty by selecting an Annual Service Plan—now with a Premium tier offering our fastest response time and included qualification services.

Installation

An Element Biosciences representative will deliver, unpack, and place the instrument on the lab bench. Following delivery, our trained field service will perform installation and operational qualification procedures followed by a performance verification sequencing run. Following installation, our engineers will provide an installation checklist to certify that your instrument meets acceptance criteria and ensure readiness for customer training.

Preventative Maintenance

During the Manufacturer Warranty, and any active Annual Service Plan, Element engineers will carry out preventative maintenance on your instrument—once per year under Basic and Plus, twice per year under Premium. Preventative Maintenance includes testing and recalibration of the system to operational qualification standards, proactive replacement of specific hardware components,

and a Preventative Maintenance checklist report to certify that your instrument meets operational acceptance criteria.

Training

Our experienced Field Applications Scientists will train your users to confidently prepare libraries for sequencing, properly maintain and set up a run on your instrument, and manage data output from the system. We'll discuss required materials and site preparation prior to scheduling training to ensure your lab is fully prepared. Additional training is available by quote upon request, with potential discounts based on your Annual Service Plan level.

Support

All Annual Service Plans include standard support from our trained Field Applications Specialists to assist you throughout your instrument operations. Extended on-site training or support is available by quote upon request.

Recertification

Element recommends all instruments remain under an Annual Service Plan. Should there be an extended lapse in instrument service coverage, purchase of instrument recertification will be required prior to initiation of a new Annual Service Plan. Recertification ensures the instrument is up to date on preventative maintenance and is performing well.

Peace of Mind

Minimize disruptions and keep your system operating at its peak with an Annual Service Plan. By extending your service coverage beyond the Manufacturer Warranty and stepping up to Premium when uptime and operational reliability matter most, you not only receive peace of mind but also access to expert support that helps optimize instrument performance.

Three Ways to Protect Your Investment

BASIC PLAN

Budget-sensitive offering covers instrument repairs and preventative maintenance

PLUS PLAN

Full-featured, popular service offering with expedient on-site service, repair, and reagent replacement for instrument failures

PREMIUM PLAN

Full-featured plan with our fastest on-site response and install IQ/OQ/PQ included

Feature	BASIC	PLUS	PREMIUM
Manufacturer 1-Year Warranty		Included	
Term of Service Plan ²		1 year ¹	
Replacement Parts		Included	
Service Labor ^A		Included	
Reagent Replacement for Instrument Failures	No	Yes	Yes
Target On-Site Response Time (business days)	3	2	1
Install IQ/OQ/PQ	N/A	Add-on (discounted)	Included
Break/Fix IQ/OQ/PQ	List price	List price	Discounted
A-la-carte Post-Install IQ/OQ/PQ	List price	List price	Discounted
Preventative Maintenance (per annum)	1	1	2
Software Updates		Included	
Telephone Support ^B		Included	
Applications Support ^A		Standard only; Advanced on quote	

New: Installation, Operational, and Performance Qualification (IQ/OQ/PQ)

IQ/OQ/PQ provides documented verification that your instrument is installed and performing to manufacturer specifications - supporting research lab documentation needs. Install IQ/OQ/PQ is included with every Premium Plan, available as a discounted add-on with Plus, and available at list price under Basic.

Installation Qualification (IQ)

A trained engineer verifies firmware, software, setup, and safety conditions, then delivers a signed, audit-ready report.

Operational Qualification (OQ)

Confirms motion, optics, fluidics, and thermal performance against an Element-maintained, continuously updated protocol.

Performance Qualification (PQ)

Executes a PhiX sequencing run, assesses data quality and yield, and provides full documentation of results.

^A On-site Service and Support Hours (excluding holidays): Americas M-F 8:00 am–5:00 pm; Asia Pacific M-F 9:00 am–5:30 pm; EMEA M-F 9:00 am–5:30 pm. Support performed outside standard hours may incur overtime charges.

^B Phone Support hours (excluding holidays): 6:00 am – 5:00 pm US Pacific Time

¹ Manufacturer Warranty is (12) months from instrument installation, not to exceed thirteen (13) months from date of instrument shipment, in accordance with Element's terms and conditions of sale, available here.

² The 1-year period begins from the end of the Manufacturer Warranty or then-current Annual Service Plan. Following an extended lapse in instrument service coverage, the 1-year period will commence upon completion of recertification for any new Annual Service Plan purchased.

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