

Instrument Services

The level of care that is right for you and your robot

Our service offerings cover a range of options to adapt to the needs of your lab and include extended warranty, service contracts, protocol development, and one-time options.

Service Contracts

We offer multiple service contract options for both the Opentrons Flex and OT-2 robots. These are designed to keep your robot running in top condition.

Compare Service Contracts

		 Opentrons Protect	 Opentrons Care	 Opentrons Care International	 Opentrons Care Plus[†]
		Extended Warranty	Service Contract with Remote Support		Service Contract with Onsite Support
		20% of Hardware*	25% of Hardware*	25% of Hardware*	30% of Hardware*
 Installation Benefits	20% Discount of Onsite Installation				✓
	Onboarding with Dedicated Field Applications Scientist		✓	✓	✓
 Maintenance Benefits	Yearly Onsite Preventative Maintenance Visit				✓
	Yearly Self-Service Preventative Maintenance		✓	✓	
 Repair Benefits	Onsite Repair Visit for Down Robots				✓
	Technical Support with Dedicated Support Engineer		✓	✓	✓
 Additional Offerings	Highest Priority Replacements Shipment		✓	✓	✓
	One Additional Year of Factory Warranty	✓	✓	✓	✓

Protocol Development

We offer both remote and onsite protocol development services from our expert Field Application Sciences team. This service includes creation of an automated protocol script, code validation and workflow optimization. If you need adjustments to an existing protocol, we offer protocol amendments as a remote or onsite option.

All protocol development services are custom to your specific workflow and complexity:

- Remote Protocol Development: From \$750 to \$2,550
- Onsite Protocol Development: Starting at \$5,500[†]

One-Time Services[†]

What you need to keep your robot running can change over time. We have several standalone, onsite service options that can help when you need to quickly pivot for your work, including:

- Onsite Installation: We come onsite to unpack and install your robot, perform IQ/OQ, and provide basic training
- Robot Relocation: We pack, unpack, and reinstall your robot (transport not included)
- Preventative Maintenance Visit: We travel to your site and perform any scheduled maintenance
- Robot Repair Visit: If we're not able to resolve an issue remotely, we'll travel to your site to perform any necessary repairs

These one-time services start at \$5,500, and most can be combined with onsite protocol development.

* List price of hardware | [†] Check with your Sales Rep to see if onsite services are available in your region