









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.

Compare Service Contracts

		 Opentrons Care	 Opentrons Care Plus [†]
		Service Contract with Remote Support	Service Contract with On-site Support
 Installation Benefits	20% Discount of on-site Installation		✓
	Onboarding with dedicated Field Applications Scientist	✓	✓
 Maintenance Benefits	Yearly On-site Preventative Maintenance Visit		✓
	Yearly Self Service Preventative Maintenance	✓	
 Repair Benefits	On-site Repair Visit for down Robots		✓
	Full parts coverage for PMs and repairs	✓	✓
 Additional Benefits	Overnight parts replacement shipment		✓
	4 hour average first response time (24 for international customers)	✓	✓
	48 hour on-site response time (for repair)		✓

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.

Protocol Development

We offer both remote and on-site 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 on-site option.

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

- Remote Protocol Development: \$2,750
- On-site Protocol Development: \$9,750 (Maximum of 5 days on-site)

One-Time Services[†]

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

- On-site Installation: We come on-site 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 on-site protocol development.

[†] Check with your Sales Rep to see if on-site services are available in your region