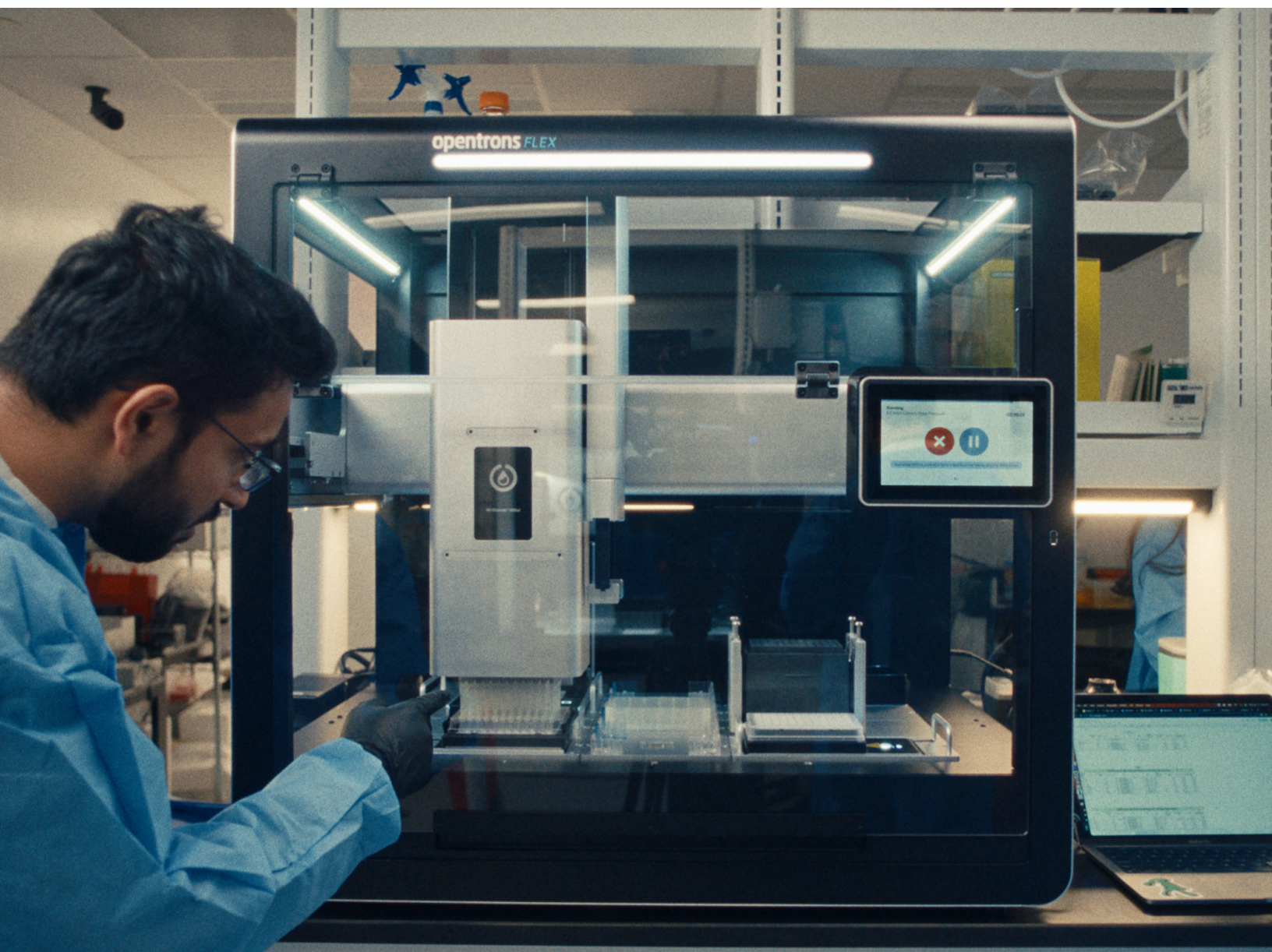




Service Offerings

Ensure optimal performance and reliability with our comprehensive services, including annual service plans, and standalone options, such as on-site installation, protocol development, and preventative maintenance.



Optimize Your Lab Operations with Opentrons Care and Care Plus

Comprehensive annual service plans for peak performance. Our **Opentrons Care** and **Care Plus** plans provide essential maintenance and part replacements, with Care Plus including on-site support for added convenience. Our **On-Site Installation** service ensures optimal performance from day one, while **On-Site Protocol Development** delivers tailored workflow optimization by our experts. For flexibility, we also offer **Remote Protocol Development** to meet your specific needs.

Service plan benefits

Service	Free Warranty	Opentrons Care	Opentrons Care Plus
Parts Replacement for Manufacturing Defects	✓	✓	✓
Parts Replacement for Wear and Tear	✗	✓	✓
4 hour response time in US 24 hour global response	✗	✓	✓
On-site Repair	✗	✗	✓
Expedited Shipping of Replacement Parts	✗	✗	✓
Annual On-site Instrument PM:	✗	✗	✓
■ Pipette Precision Verification	✗	✗	✓
■ Module Temperature Verification	✗	✗	✓
■ Gantry Alignment Check	✗	✗	✓
■ Door Safety Mechanism Check	✗	✗	✓
■ HEPA Filter Replacement	✗	✗	✓
■ UV Bulb Replacement	✗	✗	✓
■ Instrument Inspection and Cleaning	✗	✗	✓

Standalone Services:

On-demand options tailored to your needs

Need support without a service plan? Opentrons' standalone services offer flexible, on-demand maintenance and repairs tailored to your needs. Whether it's robot installation, protocol development, or specialized support, our expert team is ready to help—no long-term commitment required. Get the service you need, when you need it, to keep your lab running smoothly.

On-site Installation

Ensures a seamless setup of your Opentrons system. Our team will visit your facility to unpack, install your Opentrons equipment, and perform comprehensive instrument verification to confirm optimal operation.



Instrument Qualification

Provides documented verification that laboratory instruments are installed and operating according to manufacturer specifications, ensuring reliable performance and compliance with regulatory standards.

Service Contracts

Opentrons Care Plus includes coverage of Opentrons qualified spare parts for maintenance and repairs from an expert service engineer, rapid response times, annual on-site preventative maintenance visits and expedited on-site repair services, offering enhanced support to keep your laboratory operations running smoothly. We also provide Opentrons Care which provides remote maintenance solutions.



Protocol Development

On-site protocol development provides in-person protocol creation, labware and workflow optimization, system verification, and comprehensive training on the Opentrons Flex all tailored to your specific workflow and complexity. We also provide remote protocol development services which provides the creation of an automated protocol script, code validation, and workflow optimization remotely.

Opentrons Service Catalog

Product Code	Services	Price
302-00014	On-Site Support: Installation (1 day)	\$5,500
302-00015	On-Site Support: Relocation (1 day)	\$5,500
302-00020	On-Site Protocol Development	\$9,750
302-00025	Opentrons Flex HEPA/UV On-site Upgrade	\$1,000
302-00050	Preventative Maintenance (PM) Visit (On-Site)	\$8,500
302-00051	Instrument Repair Visit (On-site)	\$8,500
302-00060	Opentrons OT-2 On-site Training	\$11,000
302-00061	Opentrons Flex On-site Training	\$11,000
302-00100	Opentrons Care	Inquire
302-00201	Opentrons Care Plus	Inquire
991-00301	Opentrons Custom Labware Deck Adapter	\$2,500
715-00010	Remote Protocol Development	\$5,750
715-00020	Custom Labware Definition	\$750

Need more information?

- For general sales information, email info@opentrons.com
- Want to speak to a sales rep? Mon – Fri, [Global: +1 \(646\) 212-3703](tel:+16462123703)
[UK/EU: +44 758 861 1072](tel:+447588611072)

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