

Helios Service Plans

We Have You Covered

A service plan for your Helios™ System will boost productivity, control costs and minimize downtime. Support your new Helios System with a service plan and enjoy the peace of mind that comes from knowing that you are fully covered from unpredictable events. All service plans feature free software upgrades and unlimited access to Fluidigm technical support. Plus, with the benefit of regularly scheduled maintenance visits, your Helios system will be kept in peak operating condition. We offer a range of service plans to match the specific requirements of your lab, from maintenance-level to all-inclusive plans. See below for a more complete description of features and benefits.

SERVICE PLAN	Premium Plus PN 104300	Premium PN 104301	Standard PN 104302	Maintenance PN 104303
Parts	Included	Included	Included	Available at 10% off list price
Labor	Onsite labor included	Onsite labor included	Onsite labor included	Available at 10% off list price
Travel	Included	Included	Included	Charged by customer zone/region
Preventive maintenance	Two onsite visits per year	One onsite visit per year	One onsite visit per year	One onsite visit per year
Phone and email support	Prioritized first-in-queue response	Prioritized response	Standard response	Standard response
Remote tuning service	Up to six sessions per year (in select locations)	Not available	Not available	Not available
Onsite response tiers	Tier 1	Tier 1	Tier 2	Tier 3
Onsite applications training	One visit per year (up to two days)	One visit per year (up to two days)	Available at 10% off list price	Available at 10% off list price
Software upgrades	Included	Included	Included	Included
Detector coverage*	Included	Included	Not included	Not included
Consumables kits (PN 107300)	Two per year	Two per year	Available at list price	Available at list price
Additional services	Available at 10% off list price	Available at 10% off list price	Available at 10% off list price	Available at 10% off list price

* Note: Subject to vendor evaluation

Point-of-Sale Service Agreements

Protect your investment from day one and benefit from faster response times, predictable costs and no hassles. Purchase a service plan along with your Helios system and enjoy a significant discount. Multiyear plans present the most attractive service plan pricing. You benefit from locking in today's best pricing while having the assurance that your Helios system will be comprehensively maintained from the very start. Your Fluidigm sales specialist is available to guide you on the service option that is most well-suited for your lab.

Let Fluidigm take care of your new Helios system while you stay focused on making the next breakthrough discovery.

For technical support visit fluidigm.com/support

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