

Hyperion Imaging System

Maintain your workflow with a Fluidigm service plan



The Hyperion™ Imaging System enables you to deeply profile cells and tissues while preserving the information in the tissue architecture and cellular morphology. With the Fluidigm service plan, you can boost productivity, control costs and minimize downtime. You'll also enjoy the peace of mind that comes from knowing that your investment is fully covered.

All service plans feature free software updates and unlimited access to Fluidigm technical support. Plus, with the benefit of regularly scheduled maintenance visits included with most service plans, your Hyperion Imaging System will be kept in peak operating condition. See a more complete description of these plans below.

Hyperion Imaging System service plans

	Basic	Standard	Premium	Premium Plus
Parts, labor, travel	✓	✓	✓	✓
Preventive maintenance	Not included	1 per year	1 per year	2 per year
Remote diagnostics*	✓	✓	✓	✓
Laser coverage			✓	✓
Detector coverage**			✓	✓
Onsite applications training***	Not included	Not included	1 per year	1 per year
Consumables kits	Not included	Not included	1 per year	2 per year
Software updates	✓	✓	✓	✓
Phone and email support	Standard response	Standard response	Prioritized response	Prioritized first-in-queue response
Onsite response	Tier 3	Tier 2	Tier 1	Tier 1

*Requires instrument internet connectivity

**Some conditions apply. Please consult with your service representative.

***Up to 2 days of training

Table 1. Hyperion Imaging System service plan options



Highlights

Optimize performance

Dedicated specialists ensure that your system performance remains optimal.

Safeguard your investment

Eliminate unexpected costs while protecting your investment.

Minimize downtime

Achieve maximum uptime with prioritized, rapid response.

Laser coverage

The Hyperion Imaging System uses a laser to interrogate tissue or cells from each slide. The lifetime of this laser depends on the selected laser frequency and the total time in use. If you plan to use your system for routine imaging mass cytometry, we recommend the purchase of the Premium or Premium Plus plan, which include laser replacement coverage.

Select a multiyear option for maximum cost savings

Multiyear plans present the most attractive service plan pricing. You benefit from locking in today's best pricing while having the assurance that your system will be comprehensively maintained from the very start. Your Fluidigm service specialist will create a package that is best-suited for your lab's needs.

Learn more at

fluidigm.com/hyperion

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