



## ■ Contact Us

MGI Tech Co.,Ltd.  
Address: Building 11,Beishan Industrial Zone,Yantian District,Shenzhen,CHINA Zip code: 518083  
Email: [MGI-service@mgi-tech.com](mailto:MGI-service@mgi-tech.com)  
Website: [en.mgi-tech.com](http://en.mgi-tech.com)  
Tel: +86-4000-688-114



The copyright of this brochure is solely owned by MGI Tech Co. Ltd.. The information included in this brochure or part of, including but not limited to interior design, cover design and icons, is strictly forbidden to be reproduced or transmitted in any form, by any means (e.g. electronic, photocopying, recording, translating or otherwise) without the prior written permission by MGI Tech Co.,Ltd..

\*All Sequencers and Sequencing Reagents are not available in Germany, the US and Spain.

# MGI After-sales service products introduction

Leading Life Science Innovation

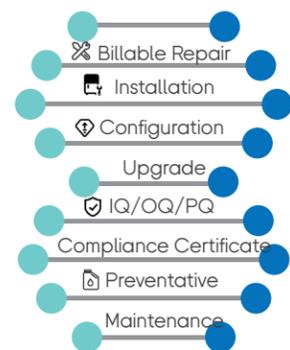




## After-sales service products introduction

### Single Service

On-demand services



### Tailored Service

Faster response, on-site FSE

### Service Plan

Instrument Long-term Service Plan



### Authorized agent

Spare parts purchase,  
Engineer/customer training

## Single service

### On-demand services

MGI offers a variety of service contract programs that enable customers to minimize and budget their instrument maintenance costs. If the customer doesn't choose these service plans, on-demand services can be used for equipment outside of warranty.

#### ✂ Billable Repair

#### Labor fee

The minimum labor cost for all on-site services is two hours. Travel time to customer site is charged separately.

#### Travel fee

All travel fees are calculated based on the location of the nearest engineer. If service visit is required more than one day, and the representative must stay locally, the customer is charged a per diem rate to cover incidental expenses. (e.g., hotel, catering and ground transportation). Travel and living fees are included in the standard service plan of MGI.

#### Spare parts

All spare parts required for after-sales service shall be charged and cannot be returned after purchase. Within 90 days warranty period, the spare parts can be replaced free of charge in case of failure.

#### 📁 Preventative Maintenance

Replace wearing parts proactively to prevent failure. Check the equipment to detect failure symptoms or prevent the occurrence of failure. Make the equipment maintain the specified performance. It's a maintenance activity performed before a failure occurs.

Once in the First Year Warranty Service Plan  
Once in the Bronze Service Plan  
Twice in the Gold Service Plan  
\* Before getting into a new service contract, MGI is entitled to make a preventative maintenance of the instruments, except where a MGI Service Contract has previously been in force for that instrument.

#### Specific contents:

- Replace wearing parts proactively within MGI PM scope, keep the instrument in compliance with MGI's definition
- Inspect instrument subsystems and overall systems, perform necessary adjustments as needed to ensure compliance with performance requirements. Identify problems in time and reduce potential failure losses
- If problems are found, additional cost will be charged for repair outside the PM scope

 IQ/OQ/PQ Compliance Certificate

**IQ** Installation Qualification  
Documented proof that the delivery and installation of the instrument are conducted in compliance with MGI's specific regulations.

**OQ** Operational Qualification  
Documented functionality test of parts (e.g. pipetting accuracy) while the instrument is idling, ensure specifications are examined and quantified based on manufacturing guidelines

**PQ** Performance Qualification  
Documented proof that the instrument system performance meets MGI specifications.



Compliance requirements	Relevant laws and regulations
Pharmaceutical Industry customers	GLP: Good Laboratory Practices
Biotechnology company	GMP: Good Manufacturing Practices
Medical institution	GCP: Good Clinical Practices
CDC and other institution	ISO: 15189
Independent Clinical Laboratory	ISO: 13485
Food and environmental monitoring company	Etc.



Service scenario	IQ/OQ	OQ/PQ
Installation	Yes	Yes
Relocation	Yes	Yes
Major upgrade: ECR	Yes	Yes
Configuration changes	Yes	Yes
Major maintenance: parts replacement	–	Yes
Annual revalidation	–	Yes

 Installation

	Equipment Packing	Packing box	Transportation and Insurance	Installation	Performance verification
Initial installation of equipment	✓	✓	✓	✓	✓
Relocation	✓	✗	✗	✓	✓

- Relocation does not include the cost of packing and transportation process;
- Before performance verification, you need to sign *User Installation Condition Confirmation Form* to determine the installation condition.
- Subsequent performance verification and reagent cost are included in this process. Performance verification process includes but not limited to optical systems (if any), fluid systems, verification test of temperature control system.

 Hardware upgrades

Instrument type	Hardware Upgrade Mode
Domestic IVD	Retain IVD Qualification: Return to factory for upgrade (Within existing configurations)
	Discard IVD Qualification: Onsite Upgrade (Free configuration)
Domestic RUO	On-site Upgrade (Free configuration)
Overseas IVD	Discard IVD Qualification: On-site Upgrade (Free configuration)
	Retain IVD Qualification: Do not provide service
Overseas RUO	On-site Upgrade (Free configuration)

## Service Plan

### Why choose a standard warranty service plan?

In the field of genomic analysis and laboratory intelligence, ensuring the quality, effectiveness and safety of equipment is essential for the safety and accuracy of genomic analysis. We recommend a service contract to ensure the stable operation and quality maintenance of the equipment used by following the manufacturer's standard maintenance procedures. In our service contract, the time of maintenance will be determined according to the specific condition of the equipment. We will properly manage and perform the number of inspections throughout the maintenance period of the contract. Regular inspections and adjustments improve the safety of equipment and maintain its performance.

### Instrument service plan - Sequencer

Service Plan Content	First Year Warranty	Bronze Service Plan	Gold Service Plan	Note
Remote support	✓	✓	✓	Including telephone support, email support and remote online support.
On-site hardware support	2 working days	3 working days	2 working days	The respond time is restricted to certain geographic areas within mainland China and countries and areas with local engineers.
Preventive maintenance	1 times per year	1 times per year	2 times per year	(1) MGI shall issue a written visit request to the customer, and the visit time shall be determined by both parties through written negotiation. (2) During preventive maintenance, customer shall provide all necessary conditions for the maintenance service as required by MGI, otherwise MGI shall have the right to refuse to provide such service. (3) It can be carried out simultaneously with on-site application support.
IQ/OQ/PQ compliance certificate	×	×	1 times per year	/
Reagents replacement upon instrument failure	×	×	✓	Reagent replacement only includes sequencing kits replacement upon sequencer failure, not include library preparation kits. (SP series None)
Software support	✓	✓	✓	Covers support for software update and upgrade, which should be complied with this agreement and previous applicable user agreements
Parts support	✓	✓	✓	Parts replacement and repair services, including but not limited to the necessary parts of the equipment,not including any consumables.

### Instrument service plan - Automation product

Service Plan Content	First Year Warranty	Bronze Service Plan	Note
Remote support	✓	✓	Including telephone support, email support and remote online support.
On-site hardware support	2 working days	3 working days	The respond time is restricted to certain geographic areas within mainland China and countries and areas with local engineers.
Preventive maintenance	1 times per year	1 times per year	(1) MGI shall issue a written visit request to the customer, and the visit time shall be determined by both parties through written negotiation. (2) During preventive maintenance, customer shall provide all necessary conditions for the maintenance service as required by MGI, otherwise MGI shall have the right to refuse to provide such service. (3) It can be carried out simultaneously with on-site application support.
IQ/OQ/PQ Compliance Certificate	×	×	/
Reagents replacement upon instrument failure	×	×	(SP series no reagent replacement)
Software support	✓	✓	Covers support for software update and upgrade, which should be complied with this agreement and previous applicable user agreements.
Parts support	✓	✓	Parts replacement and repair services, including but not limited to the necessary parts of the equipment,not including any consumables.

### Service plan- BIT product

Service Plan Content	First Year Warranty	Gold Service Plan	Note
Remote support	✓	✓	Including telephone support, email support and remote online support.
On-site hardware support	2 working days	2 working days	The respond time is restricted to certain geographic areas within mainland China and countries and areas with local engineers.
Software support	✓	✓	Covers support for software update and upgrade, which should be complied with this agreement and previous applicable user agreements.
Parts support	✓	✓	Parts replacement and repair services, including but not limited to the necessary parts of the equipment,not including any consumables.

The service content may be slightly different according to different regions, the exact terms please refer to the service contract.

#### First year warranty service plan period:

- 12 months from the date of installation completion or 15 months from the date of seller's delivery, subject to the first due date
- Installation within 3 months of delivery: one year after installation
- Installation after 3 months of delivery: 15 months after delivery

#### Additional service plan

- Purchase before the warranty expires, the time will be automatically extended
- Purchase after the warranty expires, the time is from the start date of the contract to one year after ("PM+ repair")