Minimize your repair costs

MGI Annual Service Plan

We know that it is very important for your laboratory to ensure the continuous operation of the instrument, and every minute of downtime will cost you financially. MGI's annual service plan can provide you with uninterrupted, reliable instrument repair and maintenance services, minimize instrument downtime, reduce the impact of machine failures, thus optimize your lab productivity.

No hidden costs

MGI annual service plans cover travel and labor costs plus spare parts for repair or preventive maintenance.

Response fast

We provide remote support, so that your instrument problems can be solved in a timely manner without on-site engineers. If remote support still can't solve your problem, MGI service professional can also quickly arrive at the scene to provide you with appropriate support.

High service quality

We have set up 47 after-sales service stations in 26 countries all over the world, which greatly shortens the on-site response time. In addition, our after-sales service engineer teams all have passed professional certification to ensure your instruments are performing well as much as possible.

● Introduction

Our annual service plans cover comprehensive repair services, compliance certification services and other services, and there are different price gradients for you to choose from. You could upgrade the service plan at any time during the warranty period or extend coverage after warranty period.

First Year Warranty Service Plan	Bronze Service Plan	Gold Service Plan
As long as you purchase our instruments, you could get a free first-year warranty.	Highly cost-effective service plan.	The highest level of service plan. This service plan can maximize your instrument performance to ensure that your instrument complies with relevant regulations and quality guidelines.
• 7 x 8 h telephone support and email support (8 hours a day, Monday to Sunday) • On-site response within 2 working days • 1 preventive maintenance per year • Software updates and upgrades • Hardware replacement and repair: including spare parts, labor and travel costs	• 7 x 8 h telephone support and email support (8 hours a day, Monday to Sunday) • On-site response within 3 working days • 1 preventive maintenance per year • Software updates and upgrades • Hardware replacement and repair: including spare parts, labor and travel costs	• 7 x 8 h telephone support and email support (8 hours a day, Monday to Sunday) • On-site response within 2 working days • 2 preventive maintenance per year • Software updates and upgrades • Hardware replacement and repair: including spare parts, labor and travel costs • Sequencing reagent replacement due to instrument failures

Service upgrade

You could upgrade your service plan at any time during the warranty period. Upgrade them to the gold service plan.

Customized service

If your instrument needs after-sales service beyond the annual service plan, we can also customize it according to your business scenarios and needs, and provide you with comprehensive service support as much as possible.

List of annual service plans

Our annual service plans cover genetic sequencers, automation instruments and BIT products to meet your needs in all aspects.

Annual service plans of genetic sequencer

Content	First Year Warranty	Bronze Service Plan	Gold Service Plan
Remote support	7X 8 h	7X8 h	7X8 h
On-site support	2 working days	3 working days	2 working days
Preventive maintenance (PM)	1/year	1/year	2/year
Software support	✓	✓	✓
Parts support	✓	✓	✓
IQ/OQ/PQ compliance certificate	X	X	1/year
Reagents replacement upon instrument failure	X	X	✓

Annual service plans of automated instrument

Content	First Year Warranty	Bronze Service Plan
Remote support	7X8 h	7X8 h
On-site support	2 working days	3 working days
Preventive maintenance (PM)	1/year	1/year
Software support	✓	✓
Parts support	✓	✓

Annual service plans of BIT product

Content	First Year Warranty	Gold Service Plan
Remote support	7X8 h	7X8 h
On-site support	2 working days	2 working days
Software support	✓	✓
Parts support	✓	✓

Leading Life Science Innovation

*The service content may vary slightly according to different regions, the exact plan is subject to the service contract.

* Remote support: Including phone support, email support and other remote online support. Service time: Monday to Sunday 9:00-18:00.

* On-site support: The response time is only applicable to Mainland China or other countries and regions with local engineers.

* Preventive maintenance (PM) : MGI will issue a written request for a visit to the customer, and both parties negotiate in writing to determine the visit time; During preventive maintenance, customer need to provide necessary conditions for the maintenance service as required by MGI; PM can be carried out simultaneously with on-site support.

* Software support: Covers software updates and upgrades.

* Parts support: Parts replacement and repair services, including but not limited to the necessary parts of the equipment, not including any consumables.

* Reagents replacement: Including sequencing reagents replacement upon sequencer failure, not include library preparation kits.

* Term of first year warranty: 12 months from the date of installation completion or 15 months from the date of seller's delivery, subject to the first due date. If it's installed within 3 months of delivery, one year after installation; If it's installed after 3 months of delivery,15 months after delivery.

* Term of other annual service plans: Purchase within the warranty period, the time will be automatically extended for one year; Purchase after the warranty period, the time is from the beginning of the contract to the expiration of one year later, and preventive maintenance (PM) or related repair fees may be charged at the same time.

Learn more

For more information about MGI after-sales service products , please visit https://www.mgi-tech.com/resource/

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