



Promega service and support options help you get the most out of your GloMax® and QuantiFluor™ Instruments

One less thing to worry about

We know you are busy. Your job is maximizing productivity in your lab and we are here to help keep your detection instruments running smoothly. With our comprehensive menu of service and support options you have one less thing to worry about. Promega helps ensure that your equipment is working properly and is ready when you need it. We provide depot repair with loaner instruments to maximize uptime for demanding environments with loaner instruments shipped promptly.

Manage your budget

Cost management is critical to the ongoing success of your lab. Unexpected repair costs can create budget problems. Promega service and support programs help you control costs and avoid the risk of expensive repair fees. When properly maintained, the GloMax® and QuantiFluor™ instruments will operate for years. A Promega service program assures that your equipment is well maintained and your investment protected.

Expert support is only a phone call away

Along with system maintenance and repair, our technical support department employs expert scientists—most of them with PhD or Masters degrees—available to assist you with application questions. Our technical support scientists are trained extensively on detection technologies and understand the environment in which you use your instruments.

Preventative Maintenance

In order to keep the system operation at peak performance, Promega recommends that GloMax instruments receive a preventative maintenance check after 12 months of use. During this procedure, our qualified service personnel test the instrument, check parts for wear and replace them as needed. Additionally, the system is aligned and performance is verified.

Warranty Options

The Standard One Year Warranty, included with the system price, covers all parts, labor and shipping to and from our depot repair location as well as a loaner instrument upon request. The loaner will be shipped via standard ground shipment and will arrive in 5 to 7 working days. If you no longer have your instrument shipping carton, we will provide you with a box for shipment of the instrument back to our service technicians. We will repair and return it to you performing to original factory specifications.

If the instrument warranty or previous agreement has expired we will offer a 45 day grace period during which the standard agreement pricing applies. After the 45 day grace period, the service agreement price is 15 percent more than list.

Service Agreement Options

After the warranty period is over, you can continue to receive the same comprehensive service and support from Promega as you did when your system was under warranty. The GloMax® and QuantiFluor™ Service Agreements cover all parts, labor and shipping to and from our depot repair location as well as a loaner instrument upon request. If your instrument needs repair, we will provide a box for shipment of the instrument back to our service facility. We will repair it and return it performing to original factory specifications. Multiple service agreements for consecutive years may be purchased at the same time.

If you purchase a GloMax® instrument with injectors, separate service agreements for both the base instrument AND the injectors are required.





Ordering Information

Service Agreement	Catalog Number	Replaces Catalog Number(s)	Covers Catalog Number(s)
GloMax® 20/20 Standard Service Agreement	SA3000	E5421, E5431, E5441, E5451, E5461, E5471, E5481, E5491, E5501)	E5311, E5321, E5331
GloMax® 96 Standard Service Agreement	SA3010	E7411, E7421, E7431, E7441, E7451, E7461, E7471, E7481, E7491	E6501, E6511, E6521
GloMax®-Multi Base Unit Service Agreement	SA3020	E8931, E8932, E8933, E8934	E7031
GloMax®-Multi Jr. Service Agreement	SA3080		E6070
GloMax®-Multi+ Service Agreement	SA3030		E8031, E9031, E8032, E9032
QuantiFluor™-ST and Quantifluor™-P Service Agreement	SA3060		E6090, E6100, E6105
GloMax® Injectors Service Agreement	SA3040		Instruments with injectors
GloMax® 20/20 Preventive Maintenance	TS2677		E5311, E5321, E5331
GloMax® 96 Preventive Maintenance	TS2678		E6501, E6511, E6521
GloMax® Multi Preventive Maintenance	TS2679		E7031
GloMax® Multi Plus Preventive Maintenance	TS2680		E8031, E9031, E8032, E9032
GloMax® Multi Jr. Preventive Maintenance	TS2681		E6070

Additional Offerings

If service agreements are not part of your approach to instrument maintenance, Promega offers pay as you go service and preventive maintenance at our factory. Simply contact us and we will make arrangements to take care of your GloMax® and QuantiFluor™ instruments.

Promega also offers on-site training for your laboratory personnel. We can send a trained applications specialist to your facility to train new employees, or as part of your lab's certification or installation procedures. Contact us and we can work together to customize a training program for your lab.