



NanoString® Technologies, Inc.

# Customer Care & Service

## SERVICE PLANS



REV 1.0

Service & Support You Can Count On  
nCounter® Analysis System

**nan oString**  
TECHNOLOGIES®



## Ensure the lifetime of your instrument.

At NanoString, **our product service and support meets the same high standards as our products themselves.** The nCounter Analysis System was **designed to be worry-free and easy-to-use.** Our service and support is designed the same way, whether it is chemistry, software, or instrument related, our experienced staff is ready to assist you and to ensure you are back producing results in hours instead of days.

### You can count on these benefits:

1. When you contact our experienced and friendly customer care team, they will quickly troubleshoot your issue via e-mail or phone, or when necessary, dispatch an on-site service engineer to your location.
2. The nCounter Analysis System only requires calibration once a year and is performed on-site by our trained service team technician. All our instruments are tested with precise factory-calibrated cartridges ensuring optimized performance.
3. NanoString Technologies offers flexible service plans tailored to fit your specific needs.



### Included under 1-year warranty:

1. System installation and on-site training (*no cost*)
2. 1-year warranty service
3. One preventative maintenance on-site service call
4. Unlimited technical support via phone or e-mail
5. CodeSet design consultation (*no cost*)

## Platinum Plan

This **comprehensive-plus plan** includes unlimited technical support, live phone and e-mail support, and service calls by a field service engineers who will come to your site to troubleshoot issues. All hardware is covered in this plan. Should you have any hardware issues, we will send out replacement parts and deploy our field service partner to do the exchange and ensure your system is in pristine condition. In addition, for sites that require IQ/OQ on an annual basis, we will perform these tasks when performing the annual preventative maintenance.

### Key Features

- On-site annual re-calibration
- IQ/OQ performed during preventative maintenance visit
- On-site repairs
- Software upgrades (new releases)
- Software updates
- Live technical support<sup>†</sup>
- Applications specialist support

## Gold Plan

This **comprehensive plan** includes unlimited technical support, live phone and e-mail support, and service calls by a field service engineers who will come to your site to troubleshoot issues. All hardware is covered in this plan. Should you have any hardware issues, we will send out replacement parts and deploy our field service partner to do the exchange and ensure your system is in pristine condition.

### Key Features

- On-site annual re-calibration
- On-site repairs
- Software updates
- Live technical support<sup>†</sup>
- Applications specialist support

## Silver Plan

This **basic plan** includes unlimited live phone and e-mail support, and an annual preventative maintenance visit by a field service engineers who will come to your site to perform the prevent. Any repairs will be quoted on a time and material basis.

### Key Features

- On-site annual re-calibration
- Live technical support<sup>†</sup>
- Software updates

*Additional consultation services and special project support are also available upon request.*

	Platinum	Gold	Silver*
Annual preventative maintenance and calibration	●	●	●
IQ / OQ	●		
All spare parts	●	●	
Labor	●	●	
Travel	●	●	
Software updates	●	●	●
Software upgrades (new feature sets)	●	●	
Multi-unit discount	●	●	
Multi-year discount <sup>‡</sup>	●	●	
Hot-line response <sup>†</sup>	<i>within 4 business hours</i>	<i>within 1 business day</i>	<i>within 1 business day</i>
On-site response	<i>within 2 business days</i>	<i>within 3 business days</i>	<i>mutually agreed upon date</i>
Shipping costs	●	●	

\* 90-day warranty from preventative maintenance date

<sup>†</sup> Technical Support available **MONDAY – FRIDAY, 6:00 AM – 5:00 PM PST**

<sup>‡</sup> Must be invoiced in full for multi-year discounts to apply



## Extended Service Contract Plans

Service Contracts	Length	Catalog Number (Platinum)	Catalog Number (Gold)	Catalog Number (Silver)
<b>Complete System Service Contract</b> Service and preventative maintenance contract for the Prep Station and Digital Analyzer.	12 months	NCT-SRVC-012-P	NCT-SRVC-012-G	NCT-SRVC-012-S
	24 months	NCT-SRVC-024-P	NCT-SRVC-024-G	NCT-SRVC-024-S
	36 months	NCT-SRVC-036-P	NCT-SRVC-036-G	NCT-SRVC-036-S
	48 months	NCT-SRVC-048-P	NCT-SRVC-048-G	NCT-SRVC-048-S
<b>Prep Station Service Contract</b> Service and preventative maintenance contract for the Prep Station only.	12 months	PS-SRVC-012-P	PS-SRVC-012-G	PS-SRVC-012-S
	24 months	PS-SRVC-024-P	PS-SRVC-024-G	PS-SRVC-024-S
	36 months	PS-SRVC-036-P	PS-SRVC-036-G	PS-SRVC-036-S
	48 months	PS-SRVC-048-P	PS-SRVC-048-G	PS-SRVC-048-S
<b>Digital Analyzer Service Contract</b> Service and preventative maintenance contract for the Digital Analyzer only.	12 months	DA-SRVC-012-P	DA-SRVC-012-G	DA-SRVC-012-S
	24 months	DA-SRVC-024-P	DA-SRVC-024-G	DA-SRVC-024-S
	36 months	DA-SRVC-036-P	DA-SRVC-036-G	DA-SRVC-036-S
	48 months	DA-SRVC-048-P	DA-SRVC-048-G	DA-SRVC-048-S
<b>Additional Operator Training</b> Post-installation training of additional operators on-site; Training Class for up to 4 operators by NanoString; training kit included for 1 class	1 Class	NCT-TRAIN		



## Contact Info

### NanoString Technologies, Inc.

530 Fairview Ave N  
 Suite 2000  
 Seattle, Washington 98109

### Contact Us

[support@nanosttring.com](mailto:support@nanosttring.com)  
 Tel: (888) 358-6266  
 Fax: (206) 378-6288  
[www.nanosttring.com](http://www.nanosttring.com)

### Sales Contacts

United States: [us.sales@nanosttring.com](mailto:us.sales@nanosttring.com)  
 Europe: [europe.sales@nanosttring.com](mailto:europe.sales@nanosttring.com)  
 Other Regions: [info@nanosttring.com](mailto:info@nanosttring.com)

© 2013 NanoString Technologies, Inc. All rights reserved. NanoString®, NanoString Technologies®, nCounter®, Molecules That Count®, nSolver™, Plex™, miRGE™, and nDesign™ are registered trademarks or trademarks of NanoString Technologies, Inc., ("NanoString") in the United States and/or other countries. All other trademarks and or service marks not owned by NanoString that appear in this document are the property of their respective owners. The manufacture, use and or sale of NanoString product(s) may be subject to one or more patents or pending patent applications owned by NanoString or licensed to NanoString from Life Technologies Corporation and other third parties.