



Services at Harvard Bioscience

We've got you covered every step of the way.

With a service and support package from Harvard Bioscience, you've got an extra set of hands from start to finish. With multiple packages available, we have options that provide your lab with exactly what it needs to execute your project successfully and on time.

1. Successful installation and training.

Our trained engineers and technicians get you started on the right foot with installation and on-site training for your team.

2. Maintain integrity of your system.

Hardware maintenance, including preventive work, helps keep your system functioning correctly and producing accurate data throughout the length of the study, as well as reducing unwanted interruptions. Should an issue arise, our technical support team has your back:

- Comprehensive online support center
- Remote support from an engineer
- In-field support visits
- Repair at a Harvard Bioscience facility
- Software upgrades
- Extended warranties

3. Scientific support.

Once your system is operational, our applications scientists and engineers are available to help you optimize application-specific settings and analyze signal morphology so that you can collect and report on data you trust and increase scientific relevance relative to study goals.

4. System qualification.

A successful IQ/OQ is the backbone of any meaningful publication. Your system will be tested to ensure it is installed and operates within specifications needed for your lab space.

5. Successful outcomes.

Whether you're publishing research or bringing a new drug to market, our service packages give your lab the tools it needs to help you meet your goals.



**See service
offerings for
your systems**

**Or contact your local
sales representative.**



VivaMARS Service Packages

Service Plans

Offering	Silver TST-324	Gold TST-325	A La Carte
Ongoing Support			
Software Updates	✓	✓	X
Software Upgrades	✓	✓	Part numbers starting with WTY-0500-xxx
Discount on Consumable Parts	15% Discount	20% Discount	X
Support Ticket Response Times	Priority	High Priority	Standard
On-Site Visit - 1 VISIT PER YEAR			
Annual Preventative Maintenance	✓	✓	TST-026
Training			
Training at Customer Site	X	✓	TST-026
Scientific Training/Consulting	X	✓	TST-028
Virtual Training	✓	✓	TST-022 / TST-125
Repairs			
Repair at Harvard Bioscience Facility	✓	✓	—
Warranty	1+ Year	1+ Year	X
Contract Terms			
One Year	✓	✓	N/A

GLP Software Validation

Part Number	Description
VAL-020	Full Service Validation - Includes validation solution package with travel, project management and full technical validation support with required days on site to complete IQ/OQ.
VAL-029	Test Scripts
VAL-022	Pricing Per Validation Document
VAL-027	Custom Validation Services



See service offerings for your systems

Or contact your local sales representative.

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