

FastPrep-24™ 5G

MAINTENANCE CONTRACT



Tailored solutions for maintaining your FastPrep®

Comprehensive service network:

Collection, maintenance and return shipment



Preventive maintenance:

Annual, routine maintenance guarantees optimal device performance.



Assistance within 48 hours:

Our technicians respond within 2 business days (Monday – Friday).



Rental device:

A replacement device is available during maintenance.
Free of charge for a premium contract. \$110 for a basic contract.



Custom contract:

Depending on the needs of your laboratory, we offer a custom contract.
Contact our sales department to establish your personalized contract.



MP Bio Americas

✉ custserv@mpbio.com

📞 1.800.854.0530

MP Bio Europe

✉ custserv.eur@mpbio.com

📞 00800.7777.9999

MP Bio APAC

✉ enquiry_ap@mpbio.com

📞 65.6775.0008



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Individual Matched Service Package

PREMIUM

\$135 /MONTH*

Annual preventive maintenance ✓

Rental device during repair **FREE**

MP Bio workshop ✓

Discount on spare parts **100%**

Device collection, maintenance, return **FREE**

Corrective maintenance **FREE**
Max. 3x per year

Response time **24 HR**
(Mon-Fri)

Cat. No. #116005601

BASIC

\$119 /MONTH*

Annual preventive maintenance ✓

Rental device during repair **\$110**

MP Bio workshop ✓

Discount on spare parts **50%**

Device collection, maintenance, return **\$50**

Corrective maintenance **FREE**
Max. 1x per year

Response time **48 HR**
(Mon-Fri)

Cat. No. #116005602

Maintain • Fix • Protect

A reliable guarantee for your device

- ✓ Exclusive deployment of highly qualified technicians
- ✓ Cost transparency and planning security for your budget
- ✓ Perform your projects with complete peace of mind

*All Premium and Basic extended warranties require 1 full year (12 months) of service.

LEARN MORE

www.mpbio.com

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