

Seahorse XF Service & Support

Seahorse Bioscience offers a variety of service agreements, applications support, and training to keep your XF instruments in top condition, and your research on track. Our service agreements are more than just an insurance policy against breakdown - they will improve your productivity. Each service agreement covers your XF instrument for repairs, software, and preventative maintenance. All service agreements include unlimited phone and email support.

We currently offer four service & support options:

Total Service & Support

This is our recommended Agreement, providing the highest and most comprehensive level of field service, applications support, and training. Seahorse Total Service & Support includes on-site, travel, labor and parts for repairs, one preventative maintenance visit per year, software upgrades, two on-site field applications scientist* visits per year (upon request), and one basic training seat tuition (accommodation and meals provided, transportation excluded).

Basic Service

The Seahorse Basic Service Agreement includes on-site, travel, labor and parts for repairs, one preventative maintenance visit per year and software upgrades.

Depot Return Service

The Seahorse Depot Service Agreement includes labor and parts for repairs (at the Seahorse Service Depot), one preventative maintenance service per year (at the Seahorse Service Depot), and software upgrades. A loaner instrument is provided following diagnosis of a covered repair or service. Outbound loaner instrument shipping is paid by Seahorse, all other shipping costs are the customers' responsibility.

Time & Materials (T&M) Service

Seahorse also offers service and support on a per incident, travel, labor, and parts fee basis. Please inquire for details.

Seahorse XF Service & Support

Program Features	Total Service	Basic Service	Depot Return Service
Field Applications Support	2 × two-day visits per year	Not Included	Not Included
Basic Training at Seahorse Office	1 × two-day training seat	Not Included	Not Included
On-site Repair	Included	Included	Not Included
Preventative Maintenance	1 × on-site preventative maintenance visit per year	1 × on-site preventative maintenance visit per year	1 × depot preventative maintenance per year
Phone & Email Response to Service Request	Included	Included	Included
Software upgrades	Included	Included	Included
Parts & Labor	Included	Included	Included

Agreement Pricing	Total Service	Basic Service	Depot Return Service
XF24	\$13,625	\$10,925	\$7,825
XF24-3	\$16,225	\$13,025	\$8,825
XF96	\$20,525	\$16,325	\$11,025
Prep Station	*All XF Prep Station repair is provided as Depot Return Service		\$950
Exclusion	Instruments under a warranty or service program that has been expired for longer than 90 days are subject to repair and inspection at the customer's expense prior to reinstatement of a service program.		

* Service & Support phone #: **+1-978-671-1600** (Monday–Friday: 8am–5pm local time)

Seahorse Field Applications Scientists and Field Service Engineers provide technical, applications support, and instrument service to customers, facilitating the integration of XF technology into their research or drug discovery programs.

Seahorse field applications scientists have in-depth experience with cell-based assays and functional knowledge of cellular metabolism. Our field scientists average 10-15 years of cell-based assay experience within industry and academia, and hold PhD or Masters degrees in a scientific discipline. Our service engineers average more than 10 years experience and hold BSEE, BSME, or PhD degrees in engineering.

For more information on Service & Support Agreements, please contact support@seahorsebio.com