



# Services at Harvard Bioscience

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## 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.