



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.



Respiratory + Inhalation Service Packages

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. From install and training to maintenance, applications support, and system qualification, our service packages give your lab the tools it needs to help you meet your goals.

System	From Date	Service Plans					
		Silver	Gold	A La Carte			
FinePointe WBP, 1-4 sites	2015	Yes	Yes	Yes	Silver	2nd priority, support calls and repairs	Gold
FinePointe WBP, 5-8 sites	2015	No	Yes	Yes		Installation/training or PM	
FinePointe RC, 1-2 sites	2015	Yes	Yes	Yes		Software upgrades	
FinePointe RC, 3-4 sites	2015	No	Yes	Yes		IQ/OQ	
FinePointe Nose-Only Inhalation	2018	Yes	Yes	Yes		Virtual training	
FinePointe NAM, 2-4 sites	2015	No	No	Yes		Repairs	
FinePointe NAM, 4-8 sites	2015	No	No	Yes		1 st priority, support calls and repairs	
FinePointe PFT, 1-2 sites	2016	No	No	Yes		Scientific training/consulting	
EVT Smoke Generator, 1-3 stations	2020	No	No	Yes		Training at customer site	
Automated Smoke Generator	2014	No	No	Yes		Training at HB site	

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