

High Efficiency Freezers Support Plans



All Azenta Life Sciences products are meticulously engineered and rigorously tested to seamlessly align with the workflow requirements of our customers. We know that you may be operating our instruments in environments where even the smallest downtime can be costly. With this in mind, Azenta provides a variety of support plans tailored to meet to your workflow demands. Our plans are thoughtfully designed for flexibility, allowing you to select the package that best suits your unique needs, while providing a comprehensive array of benefits to ensure your peace of mind.

Key Benefits

- Mitigate downtime in your workflows
- Gain direct access to expert technical support
- Ensure confidence in the protection of your workflow
- Keep your instruments in the best working order
- Get discounts for multi-year, multi-instrument contracts



We can also provide tailored service options for customers with more specific requirements.

Additional Support Services

Training: Improve up-time and increase your team's skill set and efficiency with onsite training classes that cover operations and error recovery.

Remote Monitoring Access: The cryo monitoring portal is built to help you track the status of all your freezers in real-time. Sign up at monitor.azenta.com and log in any time for easy access.

Validation Support Services: Ensure compliance requirements are met with Installation Qualification, Operational Qualification, and Process Qualification (IQ-OQ-PQ) of your Azenta Life Sciences equipment.

Customized Upgrade Solutions: Extend the lifetime of your system with standard or customized upgrade solutions based on your specific equipment configuration.

Equipment Repair/Refurbishment: Have your device or instrument repaired or refurbished/upgraded at one of our repair sites throughout the world.

Equipment Relocation: Expert disassembly and re-installation of your system should you need to relocate your system to new premises.

Request a Support Plan Now: Contact Your Sales Representative.

Support Plan Options

	Standard Warranty	Basic Plan	Performance Plan	Ultimate Plan
CORRECTIVE SERVICES				
Unlimited Phone & Email Support	✓	✓	✓	✓
Priority Onsite Support (Avg. within 3 business days)	*	*	✓	✓
Onsite Corrective Maintenance Included	✓		✓	✓
Parts, Labor & Travel Included	✓		✓**	✓
REMOTE DIAGNOSTIC & REPAIR				
Unlimited Priority Phone & Email Support	✓	✓	✓	✓
Remote Access Support	✓	✓	✓	✓
Unlimited Software				✓
PREVENTIVE MAINTENANCE (PM) SERVICES				
Pre-Scheduled, Annual Onsite Preventive Maintenance Inspection		✓	✓	✓
Software and Firmware Updates during Preventive Maintenance			✓	✓
Equipment Operating Temperature Verification (1 per year)		✓	✓	✓
RTD & Temperature Controller Verification				✓
ANNUAL PM CHECKPOINTS				
Perform Overall System Function Test		✓	✓	✓
Verify Function Test		✓	✓	✓
Replace Real Time Clock Battery		✓	✓	✓
Check Solenoid Valve Function		✓	✓	✓
Check Relief Valve Function		✓	✓	✓
Battery Replacement		✓	✓	✓
Check Lid Gasket		✓	✓	✓
Perform Temperature Controller Test		✓	✓	✓
Re-Calibrate Temperature Controller		✓	✓	✓
Vacuum Frost on Surface		✓	✓	✓
LN2 Level within Expectations		✓	✓	✓
Temperature within Expectations		✓	✓	✓
ADDITIONAL SERVICES				
Equipment Operating Temperature Verification (1 per year)		✓	✓	✓***
RTD & Temperature Controller Verification (1 per year) (Temp Inside Freezer & RTD/Controller Alignment)				✓***
Software Upgrades				✓***

* Standard Response Time ** Labor and Travel Only Included (Parts needed will require additional PO) *** Included (to be completed at time of PM or Repair)

Validation Support Services

Product	Part Number	Service Description
High Efficiency Cryogenic Freezers	382441	Installation, Operational, and Performance Qualification (IQ, OQ, PQ)



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