

Neogen® Petrifilm® Automated Feeder

Maintain the performance of your Petrifilm Automated Feeder

The Petrifilm Automated Feeder is a precise, sophisticated instrument that requires regular maintenance to maintain optimal performance and accuracy.

Standard Limited Warranty and Extended Service Agreement Option

Each new Petrifilm Automated Feeder purchase comes with a standard one-year limited warranty. This warranty includes free annual preventive maintenance and free repairs or parts replacement (not due to misuse) within the first year from the date of purchase.

Neogen also offers an Extended Service Agreement, available for an additional fee within 60 days of the delivery of a Petrifilm Automated Feeder. The Extended Service Agreement covers two additional years beyond the standard limited warranty and covers annual preventive maintenance as well as any repairs. This can be a cost-effective and simple way to manage costs to maintain your device. For questions or to request service for your Petrifilm Automated Feeder, visit info.neogen.com/PetrifilmFeederService.

Annual Preventive Maintenance

Annual preventive maintenance is an essential and cost-effective way to help keep your Petrifilm Automated Feeder operating in peak condition.

- Preventive maintenance is completed on-site by Neogen trained and qualified technicians using defined procedures and state-of-the-art equipment.
- Typical service time is 72 hours from receipt of the request.
- Service can be scheduled at a convenient time for your facility, which can help with workflow demands and budgeting. Schedule your annual preventive maintenance by visiting info.neogen.com/PetrifilmFeederService.

Neogen recommends annual preventive maintenance for optimal performance of the Petrifilm Automated Feeder. Here are some of the services you can expect:

- Clean and decontaminate all internal surfaces that come in contact with the Petrifilm Plates and any surfaces that are exposed to the Petrifilm Plate processing area.
- Vacuum inside the entire device.
- Remove and clean the Petrifilm Plate Reader Advanced (PPRA) power-assisted hand-feed and replace all suction cups and air filters (*PPRA service and calibration are for an additional cost*).
- Check and clean all sensors and run every motor.
- Verify the machine has the latest firmware and is operating properly.



Repair

If issues arise, Neogen offers a flat-fee repair service on-site to restore your Petrifilm Automated Feeder to working condition, when possible. Flat-fee repair includes parts, labor, repair, and cleaning.

Service Name	Includes	Service Cost
Standard Limited Warranty	Coverage for one year, starting at delivery date Annual on-site preventive maintenance Repairs (not due to misuse)	Included with your purchase of a Petrifilm Automated Feeder
Extended Service Agreement Must be purchased within 60 days of the delivery of hardware.	Two additional years of free annual preventive maintenance and repairs, as described in the standard warranty (3 years total)	\$8,999
Annual On-site Preventive Maintenance	Inspection of the instrument Cleaning Run software functionality tests for instrument and performance Documentation	\$3,699
On-Site Repair	One-time repair, including parts replacement and labor Cleaning Run software functionality tests for instrument and performance	\$5,599

