



Neogen Food Safety Hardware Service Guide

Maintain the performance of your Neogen Food Safety Hardware*

Neogen® Food Safety Hardware are precise, sophisticated measuring instruments that require regular calibration and maintenance in order to maintain optimal performance and accuracy.

Standard Limited Warranty and Extended Service Agreement Option

Each new Neogen Food Safety Hardware unit purchased 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 date of Neogen Food Safety Hardware purchase. The warranty also includes (upon availability) a loaner unit during preventive maintenance or repairs.

Neogen also offers an Extended Service Agreement (ESA), available for an additional fee within 60 days of Neogen Food Safety Hardware purchase. The ESA covers two additional years beyond the standard limited warranty and covers both annual preventive maintenance and calibration, 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 Neogen Food Safety Hardware, visit neogen.com/support to learn more.

Annual Preventive Maintenance and Calibration

Annual preventive maintenance and calibration is an essential and cost-effective way to help keep your Neogen Food Safety Hardware operating in peak condition.

- Neogen Food Safety recommends annual calibration for optimal performance of the hardware units.
- Service can be scheduled at a convenient time for your facility, which can help with workflow demands and budgeting. Order and schedule your Annual Preventive Maintenance and Calibration by visiting the Neogen Service Center at neogen.com/support.
- Neogen offers a mail-in service to our Neogen Service Center. The services are completed by Neogen trained and qualified technicians using defined procedures and state-of-the-art equipment.
- Typical service time is 10 days from date of receipt of the unit.

Repair

If issues arise, Neogen offers a flat fee repair service to remedy and return your Neogen Hardware in working condition, when possible. Flat fee repair includes repair, cleaning, shipping both ways and a loaner unit (upon availability) if required.



Neogen®
Raptor® Solo



Neogen® Petrifilm® Plate
Reader Advanced (PPRA)



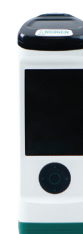
Neogen®
MLS II



Neogen® Clean-Trace®
Luminometer (LM1)



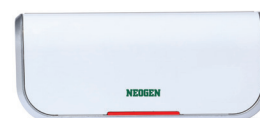
Neogen®
Statfax



Neogen® AccuPoint®
Advanced (APNG)



Neogen® ANSR®
Microwell Reader



Neogen® Molecular
Detection System (MDS)



Neogen® Raptor®



Neogen® MQ Wave

**This document applies only on hardware shown above in the U.S. and Canada.*

Service Name	Includes	Product / Pricing (US & CA)				
		PPRA	MDS	LM1	ANSR	APNG
Standard Limited Warranty	- Coverage for one year, starting at purchase date - Annual Preventive Maintenance and Calibration - Repairs (not due to misuse) - Loaner hardware during annual preventive maintenance and calibration and repairs (instrument shipping costs included both ways) - Loaner hardware* (Upon availability)	Included with your purchase of the hardware.				
Extended Service Agreement Must be purchased within 60 days of hardware purchase	- Two additional years of free annual preventive maintenance and repairs, as described in the standard warranty (3 years total) - Instrument shipping costs included both ways	USD \$1,568 CAD \$2,124	USD \$4,615 CAD \$6,251	USD \$558 CAD \$754	USD \$2,370 CAD \$2,720	USD \$702 CAD \$948
Annual Preventive Maintenance and Calibration*	- One-time maintenance and calibration of your hardware - Inspection of the instrument - Cleaning - Preventive maintenance service - Run software functionality tests for instrument and performance - Perform annual calibration against National Institute of Standards and Technology (NIST) standard - Documentation - Shipping costs for loaner and customer units are included in the price - Loaner hardware* (Upon availability)	USD \$500 CAD \$650	USD \$1,670 CAD \$1,750	USD \$300 CAD \$400	USD \$500 CAD \$650	USD \$300 CAD \$400
Repair*	- One-time repair, including parts replacement and labor - Cleaning and calibration - Loaner hardware* (Upon availability)	USD \$1,000 CAD \$1,370	USD \$2,000 CAD \$2,500	USD \$550 CAD \$700	USD \$2,000 CAD \$2,740	USD \$550 CAD \$750
Diagnostic Costs	- Inspection and cleaning of the instrument - Run software functionality tests for instruments and performance - Provide customer report on any problems that would require repair services - Diagnostic fees are waived if the customer agrees to the equipment repair, or replacement equipment is purchased	USD \$300 CAD \$400	USD \$500 CAD \$650	USD \$200 CAD \$250	USD \$500 CAD \$675	USD \$200 CAD \$275

		Product / Pricing (US & CA)				
Service Name	Includes	Raptor	Raptor Solo	MLS II	MQWave	Statfax 4,200–4,700
Standard Limited Warranty	- Coverage for one year, starting at purchase date - Annual Preventive Maintenance and Calibration - Repairs (not due to misuse) - Loaner hardware during annual preventive maintenance and calibration and repairs (instrument shipping costs included both ways) - Loaner hardware* (Upon availability)	Included with your purchase of the hardware.				
Extended Service Agreement Must be purchased within 60 days of hardware purchase	- Two additional years of free annual preventive maintenance and repairs, as described in the standard warranty (3 years total) - Instrument shipping costs included both ways	USD \$405	USD \$375	USD \$4,000	USD \$615	USD \$405
		CAD \$547	CAD \$506	CAD \$5,400	CAD \$830	CAD \$547
Annual Preventive Maintenance and Calibration*	- One-time maintenance and calibration of your hardware - Inspection of the instrument - Cleaning - Preventive maintenance service - Run software functionality tests for instrument and performance - Perform annual calibration against National Institute of Standards and Technology (NIST) standard - Documentation - Shipping costs for loaner and customer units are included in the price - Loaner hardware* (Upon availability)	USD \$125	USD \$125	USD \$1,000	USD \$150	USD \$150
		CAD \$175	CAD \$175	CAD \$1,370	CAD \$200	CAD \$200
Repair*	- One-time repair, including parts replacement and labor - Cleaning and calibration - Loaner hardware* (Upon availability)	USD \$350	USD \$350	USD \$4,000	USD \$350	USD \$350
		CAD \$475	CAD \$475	CAD \$5,000	CAD \$475	CAD \$475
Diagnostic Costs	- Inspection and cleaning of the instrument - Run software functionality tests for instruments and performance - Provide customer report on any problems that would require repair services - Diagnostic fees are waived if the customer agrees to the equipment repair, or replacement equipment is purchased	USD \$125	USD \$125	USD \$1,000	USD \$125	USD \$125
		CAD \$170	CAD \$170	CAD \$1,350	CAD \$170	CAD \$170

Terms and prices subject to change.

*Services included in warranty and extended service agreement; charges for units out of warranty. Loaner equipment shipping costs are included both ways.

To learn more, visit neogen.com/support or call 1.800.234.5333 (U.S. and Canada).

