

# LAB INSTRUMENT SERVICE

## Service, Warranty, and Support Overview

At STEMCELL Technologies, our commitment to your research does not end when you purchase our products. Our service plans offer top-quality support, maintenance, and custom services, freeing you to focus on your science.

We offer four core services to cover your basic instrument service needs:

- Instrument Warranty
- Preventative Maintenance (PM)
- Installation Qualification, Operational Qualification, and Instrument Performance Verification (IQ/OQ/IPV)
- "Break-Fix" Service

Our custom instrumentation services also include:

- Instrument Relocation and Installation
- User Training
- Custom Application and Protocol Development
- Back-On-Warranty Inspections

**We stand behind the quality of each instrument we produce by providing you with:**

- An initial 1-year Instrument Warranty
- Lifetime complimentary remote technical support
- Options to extend warranty coverage beyond first year
- Instrument upgrade or replacement as needed during the warranty period for applicable instruments
- A commitment to maintaining optimal instrument performance to maximize uptime and keep your operations running smoothly

## Need Technical Help?

**Call:** 1 800 667 0322

**Email:** [techsupport@stemcell.com](mailto:techsupport@stemcell.com)

For global contact details, visit [stemcell.com/contact-us](http://stemcell.com/contact-us).

## Laboratory Instruments

Lab instruments serviced and maintained by STEMCELL are the CellPore™ Transfection System, Highway1™ Cell Sorter, RoboSep™-S and RoboSep™-16 automated cell separation instruments, STEMprep™ Tissue Dissociator, and STEMvision™ Automated Colony-Forming Unit (CFU) Assay Reader.



CellPore™

Highway1™

RoboSep™-S

RoboSep™-16

STEMprep™

STEMvision™

## Service, Warranty, Maintenance, and Qualification Information

### Instrument Warranty

One year of manufacturer warranty is included with every instrument purchase. While the warranty is active, you may extend coverage by purchasing a single or multi-year contract for up to four additional consecutive years of Instrument Warranty (i.e. 5 years total). Warranties beyond the five years can be renewed if STEMCELL has not announced the end of support for the product.

The warranty covers a wide range of services, including:

- Replacement parts or a temporary replacement unit, if required, for applicable instruments
- Labor and shipping/travel charges for remote diagnostics and/or repair
- Software upgrades

Warranties do not cover instruments with missing or altered tamper seals or serial numbers, or problems arising from external causes such as accidents, abuse, misuse, unauthorized servicing using unapproved parts, or usage not in accordance with the Instrument Technical Manual.

We are focused on ensuring that customers with an active Instrument Warranty experience a 99% uptime commitment for uninterrupted service reliability. To report a technical issue with your instrument, please email [techsupport@stemcell.com](mailto:techsupport@stemcell.com) with a description of the problem, your instrument, serial number, current software version, and any relevant details or error messages observed.

Our responsiveness targets for STEMCELL Technologies instruments in North America, Europe, China, and Singapore are:

- Initial contact by an Instrument Specialist for troubleshooting and/or remote diagnostics within 0 - 2 business days.

*Remote Technical Support is available from 9 am and 8 pm (local time), Monday through Saturday, excluding statutory holidays.*

- On-site responsiveness within five business days post-diagnostics by a STEMCELL representative (if applicable).

*On-Site Technical Support and Service is available from 8 am to 5 pm (local time) Monday through Friday, excluding statutory holidays.*

Please note these targets are time estimates that may vary depending on the issue, region, statutory holidays, and other external factors.



### Frequently Asked Questions

Instrument Service and Warranty  
[www.stemcell.com/instruments-warranty-faq](http://www.stemcell.com/instruments-warranty-faq)

### Preventative Maintenance

A Preventative Maintenance (PM) visit is a proactive way to avoid unscheduled downtime from a potential service event and also ensures that your instrument is routinely maintained. A PM visit may be purchased on its own, with a warranty, or added during an active warranty. You may purchase as many PM visits per year as appropriate for your instrument use and needs.

During the PM visit, an Instrument Specialist will advise you if your instrument needs upgrades or replacement parts. If you decide to upgrade or replace parts, the associated parts and labor costs will either be covered by your active warranty or will be charged to you.

Preventative Maintenance includes:

- Instrument decontamination and cleaning
- Hardware, electrical, and full positional verification
- Software verification and upgrades

### Instrument IQ/OQ/IPV

Our instrument qualification services verify and document that your instrument is installed and functions in accordance with the instrument’s specifications and quality characteristics. We provide audit-quality data on instrument performance for your records and for presenting to your regulatory body. We offer the following combined qualification services: Installation Qualification (IQ), Operation Qualification (OQ), and Instrument Performance Verification (IPV). The IQ procedures verify that the instrument is delivered and installed according to our specifications.

We recommend that IQ is performed:

- At the time of instrument installation
- After the instrument is moved to a new location
- When additional components and functionality are added to the instrument

The OQ and IPV services offer confirmation of the accuracy and precision of your instrument and that your instrument is operating and performing as intended. We provide a comprehensive verification of your instrument to established specifications and help identify issues with your system arising from normal wear and improper use or maintenance.

We recommend that OQ and IPV services are performed:

- After an IQ service or major repair
- In accordance with your regulatory requirements
- As dictated by the IQ/OQ/IPV Protocol for the specific instrument



### Learn More

Laboratory Instruments and Software  
[www.stemcell.com/lab-instruments-overview](http://www.stemcell.com/lab-instruments-overview)

## “Break-Fix” Service

If you do not have an active Instrument Warranty and are in need of a repair, our Scientific Support team will perform remote diagnostics to the best of our ability and issue you a quote for the estimated repair, including time, materials and other expenses. On-site or depot service will then proceed within five days of receipt of a Purchase Order (PO) for the estimated repair. Upon completion of the repair, we will issue an invoice to you for the actual costs incurred.

While the “Break-Fix” Service provides the same quality of laboratory instrument service interaction, our other service options can provide you with greater security and convenience. By eliminating unpredictable repair costs and the wait times for PO generation and processing, the time required to complete a repair can be minimized, ensuring that critical instruments are not out of operation longer than is absolutely necessary.



## Summary of Service Options

**Table 1.** Summary of maintenance, repairs, and additional services included in single-service contracts and service packages.

	Single-Service Options				Service Packages	
	Warranty	PM	IQ/OQ/IPV	Break-Fix	Warranty + PM	IQ/OQ/IPV + PM + Warranty
<b>Maintenance</b>						
Planned maintenance	-	✓	-	-	✓	✓
Labor, travel, and shipment costs for instrument maintenance	-	✓	-	-	✓	✓
Software updates <sup>1</sup>	✓	✓	-	-	✓	✓
<b>Repairs</b>						
Cost of replacement parts	✓	-	-	-	✓	✓
Labor, shipment, and travel costs associated with repair	✓	-	-	-	✓	✓
Temporary replacement unit <sup>2</sup>	✓	-	-	-	✓	✓
<b>Additional Service</b>						
Installation Qualification, Operation Qualification, and Instrument Performance Verification	-	-	✓	-	-	✓
Audit-quality report with detailed information on instrument performance <sup>3</sup>	-	-	✓	-	-	✓

**PM** = Preventative Maintenance; **IQ/OQ/IPV** = Installation Qualification, Operational Qualification, and Instrument Performance Verification

1. Applies only to complex updates that require a field service engineer for installation, not downloadable software updates. Downloadable software updates are available for select laboratory instruments and can be found at [www.stemcell.com/software-updates](http://www.stemcell.com/software-updates).
2. Subject to instrument availability. Not available for RoboSep™-16.
3. For laboratories desiring higher reporting levels of instrument compliance.

## Ordering Information for Service Options

**Table 2.** Single-service and service package catalog numbers for instruments serviced by STEMCELL Technologies.

Product	Catalog #					
	Highway1™	STEMprep™	CellPore™	RoboSep™-S	RoboSep™-16	STEMvision™
1-Year Warranty	500-0740	500-0622	500-0271	21200	23200	22201
PM visit (for an instrument without a warranty)	500-0743	500-0623	500-0500	21203	23203	22202
Additional PM visit (for an instrument with active warranty)	-	500-0624	500-0501	21209	23209	22209
IQ/OQ/IPV	500-0741	500-0625	500-0270	21206	-	22206
1-Year Warranty + PM visit	-	500-0626	500-0502	21202	23202	22203
1-Year Warranty + PM visit + IQ/OQ/IPV	-	-	500-0503	21211	23211	22208

**PM** = Preventative Maintenance; **IQ/OQ/IPV** = Installation Qualification, Operational Qualification, and Instrument Performance Verification

## Additional Services

### Lab Instrument Relocation and Installation

Instruments can be moved from one site to another by qualified Instrument Specialists. Our personnel will perform a full installation and operational qualification in the new location, thereby ensuring uninterrupted service and eliminating the risk of instrument damage. Instrument operator and performance validation (IOPV) training for the instrument are also available as part of this service.

### User Training

To ensure full utilization of instrument capabilities and to minimize downtime, we recommend formal training on instrument procedures and software features for all users. Standard user training is included with every instrument purchase and occurs during the installation of the instrument. To request additional on-site or virtual training specific to your workflows, please reach out to your sales representative or email [techsupport@stemcell.com](mailto:techsupport@stemcell.com).

### Custom Application and Protocol Development

For applicable instruments such as the RoboSep™-S and RoboSep™-16, we offer custom protocol development to optimize operations for your specific and evolving needs, including new cell types or sequential cell isolation. This service includes consultations with our Scientific Support team, evaluation of technical options, and ongoing support during implementation. Feasibility and performance of custom protocols may vary, and not all requests can be supported.

### Back-On Warranty Program

#### Has your STEMCELL Instrument Warranty lapsed?

Ask your STEMCELL Technologies representative about our Back-On Warranty Program and send your instrument to us for a full technical inspection and upgrade.

## Explore Our Video Resources

Scan the QR code to access training and product videos that will guide you through the setup, maintenance, and/or usage of our instruments.



### Videos

Technical How-To Videos for Our Lab Instruments  
[www.stemcell.com/lab-instruments-how-to](http://www.stemcell.com/lab-instruments-how-to)

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