

SP200 Automation Instrument

Proteograph® Plus Service Plan



The Seer Promise

Maximize productivity and ensure reproducibility with the SP200 Automation Instrument. The Proteograph Plus Service Plan extends support beyond the initial one-year warranty and helps minimize downtime with responsive, expert-driven service.

Exceptional Support You Can Count On

The Proteograph® Plus Service Plan includes:

- Unlimited Remote Technical Support**
 Access to Seer's technical support staff within standard business hours for remote troubleshooting and service coordination.
- Preventative Maintenance**
 One annual visit by Seer Field Service Engineers, including Operational Qualification to help maintain optimal instrument function.
- Comprehensive Hardware Coverage**
 Includes replacement parts, certified repairs, and coverage for consumables affected by hardware issues.
- Software Training**
 The plan includes one remote software training session for any number of attendees with an expert Seer Field Application Scientists (FAS).
- Application Support**
 Get support on specific applications and workflow questions from our Field Application Scientists (FAS) team, who bring deep workflow expertise and can help you achieve precise, accurate results.

Service Plan Details	
Category	Proteograph Plus Service Plan for SP200 Automation Instrument
Plan Duration	12 months
Preventative Maintenance Service Visits	1 per year (includes operational qualification)
Technical Support Available Hours	Mon–Fri, 8am–5pm, PT (US Federal Holidays excluded)
Remote Support Response Time	Within 8 business hours
Onsite Repair Response Time	US: Within 5 business days Other Regions: Response times may vary based on local support availability
Parts and Labor Costs	Includes the costs of labor, travel, shipping, certified parts
Consumables Coverage	Replacement consumables for losses caused by instrument hardware failures
Software Training	1 remote Proteograph Analysis Suite software training
Note: All Proteograph Plus Service Plan offerings are subject to the plan duration.	

Consultation and training not included in the Proteograph Plus Service Plan are available for additional fees.

Ordering Information	
Product	Code
Proteograph Plus Extended Warranty, SP200 Automation Instrument	S55R5021

Contact your Seer sales representative or visit [Seer.bio](https://seer.bio) for more information.

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