

Opentrons Care: Extended Warranty + Technical Support



Opentrons Support Plan Features

BENEFITS	STANDARD	PREMIUM
Dedicated Account Manager	✓	✓
Online Support Resources	✓	✓
Software Updates	✓	✓
Repair, replace, or refund defective parts	✓	✓
Total hardware replacement	✓	✓
Dedicated Video Support		✓
Target Response Time	36 hours	2 hours*
Guaranteed response time	48 hours	8 hours*
Shipping cost for parts/replacements	Included	Included
Shipping speed on parts/replacements	2 weeks	1-3 Business Days (Outside the U.S.)
Consumables	List price	15% discount

Pricing (Per Robot)

	STANDARD	PREMIUM
1 year	Included in purchase	\$1000
2 years	\$1000	\$1700
3 years	\$1700	\$2400

*All response times and shipping times occur within our business hours (09:00 am - 18:00 pm EST). 2-hour response is available to U.S. customers via chat. Next business day is guaranteed for international users. To learn more about how we support our scientists, please visit bit.ly/opentrons-support. You can find the terms of our warranty at bit.ly/OT-warranty.

**Overnight shipping will be fulfilled for requests received before 16:00 EST. All other shipments will go out next business day.