

Imagine • Explore • Discover



Maestro Service Plans >>

For Maestro Pro, Edge, Volt, Z, ZHT, and TrayZ

*Protect your investment –
and your research*



Learn more at axionbio.com

The world's most advanced MEA and impedance platforms

deserve world-class service. Axion BioSystems' Maestro systems are critical pieces of equipment in your lab. Keep your instruments operating without interruption and at peak performance with a Maestro Service Plan.

Why should I purchase a Maestro Service Plan?

Accidents happen in the lab and component failure, though rare, can be more than the cost of an annual service plan. Don't let the unexpected disrupt your experiments. Protect your investment—and your research — with a Maestro Service Plan.

- Minimize instrument downtime
- Maintain peace of mind
- Ensure critical data accuracy
- Optimize system performance
- Maximize productivity
- Get latest software and features

Service Plan Options >>

From our basic preventive maintenance package to our top-tier Total Care plan that guarantees a priority response from factory trained engineers, choose the service plan that meets the needs of your lab.

Total Care



Performance Assurance Service Plan with Preventive Maintenance (PASPM)

Priority service and our best coverage. A combination of the Repair and Maintenance plan with priority on-site 72-hour response time*, loaner unit, and 4 hours of remote training or application support.

**On-site plans only, see terms and conditions.*

Repair



Performance Assurance Service Plan (PAS)

Covers your system for 1 year in cases of needed repairs.

Whether you are experiencing a hardware or software issue, your instrument repair takes priority. This plan covers the cost of any parts and labor to get your system operating at optimal conditions.

Maintenance



Preventive Maintenance Plan (PM)

Annual preventive maintenance ensures optimal functionality for the life of your Maestro system. This plan includes one calibration, cleaning, replacement of consumable parts, and update to the latest software and firmware.



	On-site			In-factory		
Services	Total Care	Repair	Maintenance	Total Care	Repair	Maintenance
Unlimited Service	✓	✓		✓	✓	
Repair Parts	✓	✓		✓	✓	
Preventive Maintenance	✓		✓	✓		✓
Labor	✓	✓	✓	✓	✓	✓
Travels	✓	✓	✓			
Software Updates	✓	✓	✓	✓	✓	✓
Factory Trained Engineers	✓	✓	✓	✓	✓	✓
72-hr Response Time	✓					
Loaner Unit*	✓			✓		
Unlimited Access to Technical Support	✓	✓		✓	✓	
Online Support Resources	✓	✓	✓	✓	✓	✓
IO/OQ Available (Additional cost)	✓	✓	✓			

*subject to availability

Bundle and save! Discounts are available when 2+ years of service are purchased, or when service is purchased with 25+ plates.

Academic discounts available. Contact Axion for more information.



Maestro Training and Support:

Keep your lab up to date on the latest techniques with on-site or remote training by our experts.

Installation and Training	Includes 2 days of on-site installation and training covering hardware, software, and applications.
On-Site Application Support and/or Training	Includes 1 day of on-site application support or training.
Remote Application Support and/or Training	Includes 4 hours of remote application support or training.

For price information and questions >>

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Additional questions? Contact our scientists to discover how we can help your research.