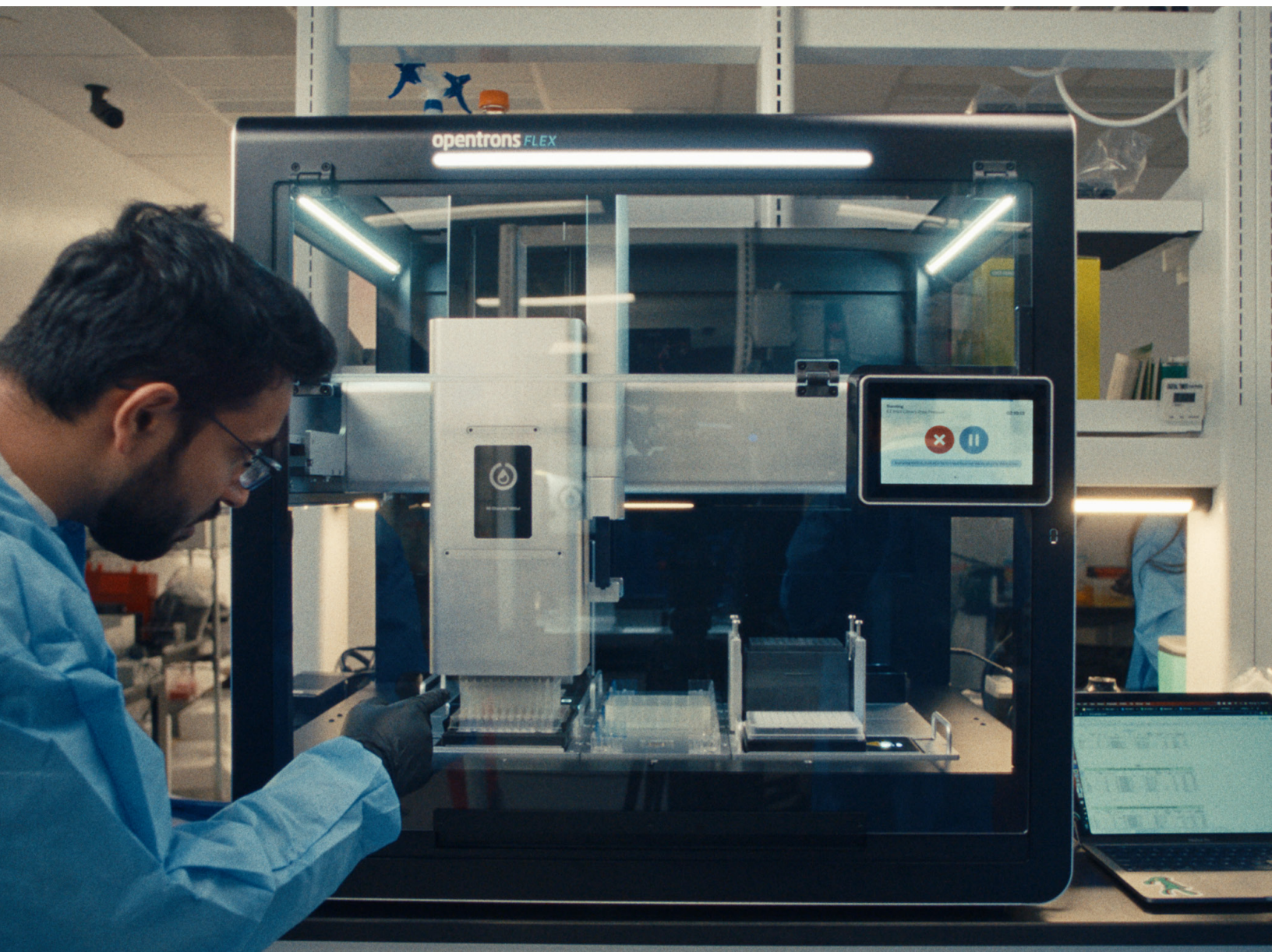




Service Offerings

Ensure optimal performance and reliability with our extensive catalog of services, including annual service plans and standalone options, such as on-site installation, operator training, protocol development, and preventative maintenance.



Optimize Your Lab Operations with Service Contracts

Care and Care Plus

Comprehensive annual service plans for peak performance. Our Opentrons Care and Care Plus plans provide essential maintenance and part replacements, with Care Plus including on-site support for added convenience.

Opentrons Care Plus delivers comprehensive support for minimal downtime to laboratory operations. Our Opentrons support and service teams provide coverage of Opentrons-qualified spare parts, expert maintenance and repair, rapid response times, annual preventative maintenance visits, and expedited on-site repair services.

For laboratories preferring flexible or remote support, **Opentrons Care** offers remote maintenance and repair solutions, enabling troubleshooting, software updates, and guidance without the need for an on-site visit. Both options are designed to maximize uptime, minimize operational risk, and extend the lifecycle of your Opentrons equipment.

Service	Manufacture Warranty	Opentrons Care	Opentrons Care Plus
Parts Replacement for Manufacturing Defects	✓	✓	✓
Parts Replacement for Wear and Tear	✗	✓	✓
4 hour response time in US 24 hour global response	✗	✓	✓
On-site Repair	✗	✗	✓
Expedited Shipping of Replacement Parts	✗	✗	✓
Annual On-site Instrument PM: ■ Pipette Precision Verification ■ Module Temperature Verification ■ Gantry Alignment Check ■ Door Safety Mechanism Check ■ HEPA Filter Replacement ■ UV Bulb Replacement ■ Instrument Inspection and Cleaning	✗	✗	✓

Standalone Services:

On-demand options tailored to your needs

Need support with or without a service plan? Opentrons' standalone services offer flexible, on-demand maintenance and repairs tailored to your needs. Whether it's robot installation, protocol development, or training our expert team is ready to help—no long-term commitment required. Get the service you need, when you need it, to keep your lab running smoothly.

On-site Installation

Ensure a smooth and reliable start with the on-site installation of your Opentrons system. Our experienced Opentrons team member visits your facility to unpack and set up the equipment, perform comprehensive instrument verification, and confirm optimal operation. This service reduces setup time, minimizes disruption, and ensures your system is ready for immediate use in your laboratory workflows.



Flex Operator Training

Opentrons Flex Operator training will equip you with the skills needed to operate and maintain Opentrons Flex systems confidently. Training includes a full-day on-site session with a Field Application Scientist covering robot operation, daily use, troubleshooting, and routine maintenance. This is complemented by a 30-minute virtual pre-training session and a one-hour virtual follow-up session to reinforce learning. This comprehensive approach ensures lasting competence, reduces user errors, and supports laboratory productivity.

Professional Development

Accelerate your protocol with expert-guided protocol development tailored to your needs. Opentrons offers flexible protocol development services to fit your needs—whether onsite, remote, or through optimization of your existing Python protocol, providing collaboration between your team and an Opentrons Field Applications Scientist (FAS) to bring your protocol to life.



Opentrons Service Catalog

Product Code	Services	Price
302-00014	On-Site Support: Installation (1 day)	\$5,975
302-00015	On-Site Support: Relocation (1 day)	\$5,975
302-00030	Opentrons Flex Operator Training	\$5,500
302-00061	Opentrons Flex Technical On-site Training (NYC Headquarters)*	\$11,000
302-00060	Opentrons OT-2 Technical On-site Training (NYC Headquarters)*	\$11,000
302-00031	Opentrons Flex Technical Training (Limited Availability Client Site)	\$16,500
302-00020	Opentrons Professional Services: Onsite Protocol Development	\$14,950
715-00010	Opentrons Professional Services: Remote Protocol Development	\$14,950
715-00018	Opentrons Professional Services: Remote Protocol Optimization	\$5,950
302-00023	Opentrons Professional Services: Onsite Protocol Development Plus	\$19,950
302-00024	Opentrons Professional Services: Onsite Add-on	\$7,950
302-00025	Opentrons Flex HEPA/UV On-site Upgrade	\$3,000
302-00026	Opentrons Flex Stacker On-site Upgrade	\$3,000
302-00051	Instrument Repair Visit (On-site)	\$8,500
302-00050	Preventative Maintenance (PM) Visit (On-Site)	\$8,500
302-00100	Opentrons Care	Inquire
302-00201	Opentrons Care Plus	Inquire

 [Need more information?](#)

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