



# MSD MesoAdvantage Plans

## Standard Limited Warranty

All MSD® instruments include a standard one-year limited warranty. This warranty covers defects in materials and workmanship. Service plans can be purchased during this warranty period to enhance instrument coverage and add preventative maintenance.

## MesoAdvantage™ Plans

MSD offers multiple service plan options for each instrument to maintain your instrument's proper operation. Academic plans offer a cost-effective choice for educational institutions.

### Warranty and Service Plan Comparison:

Service	Limited Warranty	MesoAdvantage Plans		
		Academic	Silver	Gold
Defects in materials and workmanship	•	•	•	•
Parts, labor, and travel charges for repairs*	•	•	•	•
Preventative maintenance (2 per year)				•
Preventative maintenance (1 per year)			•	
Rapid response (24–48 hours)				•
Rapid response (48–72 hours)		•	•	
Relocation Services (1 per year, deinstallation, reinstallation and testing)				•
Methodical Mind Enterprise™ software license (10 seats)	•	•		•
Methodical Mind Enterprise software license (5 seats)			•	

\* MESO QuickPlex Q60 MM instruments use a depot service model for limited warranty and academic MesoAdvantage Plans.

## Methodical Mind™ Software

The Methodical Mind Enterprise software integrates seamlessly with MSD instruments, enabling automated data analysis from a supported browser.

Instrument warranty and MesoAdvantage plans include Methodical Mind Enterprise seat licenses with the option to obtain additional seats.



## Other Services

**IQ/OQ/PQ.** MSD offers Installation, Operation, and Performance Qualification (IQ/OQ/PQ) packages for customers requiring enhanced qualification. As part of the service, MSD provides IQ/OQ/PQ documentation and a performance qualification kit. The documentation includes a training checklist, a section for storing instrument certificates, and reference software test cases. IQ/OQ/PQ services are provided by qualified MSD employees.

**Preventative Maintenance.** Preventative maintenance services are included in some MesoAdvantage Plans and can be purchased as shown in the table below.

**Services for Instruments Not Covered by Warranty or MesoAdvantage Plans.** Customers who need instrument repairs and are not under warranty or covered by a MesoAdvantage Plan can purchase services a la carte. There is a minimum charge of \$7,500 for a la carte services.

A pre-contract inspection is required to purchase MesoAdvantage plans for instruments no longer covered by the first-year warranty or a current MesoAdvantage Plan.

## Ordering Information

Service	MESO SECTOR® S 600MM Instrument		MESO® QuickPlex SQ 120MM Instrument		MESO QuickPlex™ Q 60MM Instrument	
	Price	Cat. No.	Price	Cat. No.	Price	Cat. No.
Gold MesoAdvantage Plan	\$35,000	SCAAC-1	\$22,000	SAAAC-1	\$17,500	SBAAC-1
Silver MesoAdvantage Plan	\$27,500	SCAAB-1	\$16,000	SAAAB-1	\$11,900	SBAAB-1
Academic MesoAdvantage Plan	\$14,000	SCAAA-1	\$6,400	SAAAA-1	\$5,000	SBAAA-1
Preventative Maintenance	\$28,000	SCAXA-1	\$14,000	SAAXA-1	--	--
Installation and Qualification (IQ/OQ/PQ)	\$15,000	SC1XD-1	\$10,000	SA1XD-1	--	--
Pre-Contract Inspection	\$2,500	SC1XE-1	\$2,500	SA1XE-1	\$2,500	SB1XE-1
Instrument Repair	\$7,500*	S14XX-1	\$7,500*	S14XX-1	\$7,500*	S14XX-1
Performance Qualification Kit (3 tests/kit)	\$1,400	R31QQ-3	\$1,400	R31QQ-3	\$1,400	RA2QQ-1

\*Minimum cost for service. Actual cost may be higher depending on parts, travel, and repairs.

## Meso Scale Discovery

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See the Methodical Mind whitepapers for additional information. MesoAdvantage Plans and the Standard Limited Warranty do not include software warranties. All sales and pricing are subject to MSD discretionary approval.

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MK-DS-1085-v1-2025Jan