



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.



Meso Scale Diagnostics, LLC.

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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