

# *Certified Service*

ENABLE PEAK PERFORMANCE FOR YOUR  
PATHOLOGY LAB WITH MOPEC CERTIFIED SERVICE  
**EXTENDED WARRANTY & POST WARRANTY SUPPORT**



# Mopec Certified Service Options

With over 30 years of industry experience, Mopec is dedicated to optimizing pathology workflows, enhancing specimen tracking, and ensuring user safety. Our service agreements provide peace of mind through expert support, operational efficiency via proactive maintenance, and cost savings by reducing unplanned downtime. By choosing Mopec Certified Service, you're investing in reliability, longevity, and performance—so you can focus on advancing research, education, and diagnostic excellence.

### EXTEND YOUR CURRENT WARRANTY

Continue your current warranty coverage to minimize equipment downtime due to defects and repairs.

### GET SERVICE POST WARRANTY

Ensure your equipment remains in optimal condition at all times with technical support and on-site service.

### SCHEDULE PLANNED MAINTENANCE

Verify your station is fully tested, calibrated, and certified to meet the industry's best-in-class requirements.

## Choose Your Coverage Plan

Every full-service contract includes a preventive maintenance (PM) visit by Mopec Certified technicians, who thoroughly inspect your station to ensure it meets our high-quality standards. Any preexisting issues requiring parts or labor will be billed separately, ensuring complete transparency. However, any issues arising after the PM—including both parts and labor—are fully covered under your service contract. Choose from our Gold, Silver, or Bronze plans to get the perfect level of support and service for your equipment.

Most Popular			
Gold	Silver	Bronze	Planned Maintenance
<div>✓ Tech Support M-F, 8-5</div> <div>✓ 1 Planned Maintenance Visit per year</div> <div>✓ Repair Parts &amp; Travel Included</div> <div>✓ 10% Hourly Rate Discount (non-covered events)</div> <div>✓ Unlimited On-site Service Visits (Equipment Failure)</div> <div>✓ 24 Hour On-site Response Time</div>	<div>✓ Tech Support M-F, 8-5</div> <div>✓ 1 Planned Maintenance Visit per year</div> <div>✓ Repair Parts Included</div> <div>✓ 5% Hourly Rate Discount (non-covered events)</div> <div>✓ 4 On-site Service Visits (Equipment Failure)</div> <div>✓ 72 Hour On-site Response Time</div>	<div>✓ Tech Support M-F, 8-5</div> <div>✓ 1 Planned Maintenance Visit per year</div> <div>✓ Repair Parts Included</div> <div>✓ 5% Hourly Rate Discount (non-covered events)</div> <div>✓ 2 On-site Service Visits (Equipment Failure)</div> <div>✓ 72 Hour On-site Response Time</div>	<div>✓ Tech Support M-F, 8-5</div> <div>✓ 1 Planned Maintenance Visit per year</div> <div>✓ Travel for PM Included</div> <div>✓ 5% Hourly Rate Discount (non-covered events)</div> <div>✗ No Unplanned Service Visits</div> <div>✗ On-site Response Not Guaranteed</div>

# Service & Warranty Options

Mopec equipment comes with a standard one-year warranty covering material and workmanship defects from day one. For extended protection, you can purchase additional coverage at the time of sale or during the initial warranty period. If your warranty has expired, Mopec Certified Service Contracts offer enhanced support—including preventive maintenance, wear-and-tear coverage, and guaranteed service levels. Whatever plan you choose, Mopec Certified Service keeps your equipment running smoothly, so your team can focus on what matters.

Feature	Standard Warranty	Paid Extended Warranty	Service Contract
Availability	Included at POS	Purchased at POS or During Standard Warranty	Only available Post Warranty
Definition	Manufacturer-provided guarantee covering defects in materials or workmanship	Purchased extension of the original warranty, continuing coverage for defects	Purchased agreement providing broader service, including repairs, maintenance, and support
Cost	Included in equipment purchase	Paid (one-time fee or bundled into purchase)	Paid (annually or multiple year terms)
Provider	Manufacturer, authorized provider	Manufacturer, authorized provider	Manufacturer, authorized provider
Duration	Short-term (typically 1-year)	Extended term (e.g., additional 1-3 years)	Flexible (1-5 years or custom term)
Coverage Scope	Defects in materials/ workmanship only	Same as standard warranty (defect-related only)	Broad: Includes wear-and-tear, preventative maintenance, calibration, and troubleshooting
Parts Coverage	Only defective OEM parts	Only defective OEM parts	Includes functional parts required due to wear or failure (excludes defined consumables and cosmetic parts)
Labor and Travel	Included for issues requiring on-site repairs (labor, travel, diagnostics)	Included for issues requiring on-site repairs (labor, travel, diagnostics)	Included based on Coverage Level for issues requiring on-site repairs (labor, travel, diagnostics)
Preventative Maintenance	Not included	Included at the end of the Standard Warranty and 1 PM at the end of each remaining year of the Extended Warranty	1 PM per year at the end of each contract year
Response Times/ SLAs	Not guaranteed	May have limited priority	Defined (e.g., next-day on-site 4-hour response)
Customer Support Access	Full access to technical support	Full access to technical support	Full access to technical support
Best For	Early ownership coverage	Extended peace of mind with OEM-only issues	Long-term uptime, operational continuity, and cost control



# Why Choose Mopec Certified Service

## ELEVATING CERTIFIED EXPERTISE

Mopec's highly trained and certified technicians specialize in the maintenance and repair of forensic and anatomic pathology lab equipment. Their expertise ensures that every service meets the highest standards, minimizing downtime and maximizing operational efficiency.

## ELEVATING COMPLIANCE READINESS

Stay inspection-ready with Mopec. Our technicians go beyond repairs—they certify your equipment to meet your regulatory inspection requirements, helping your lab maintain accreditation and operate seamlessly during regulatory reviews.

## ELEVATING RESPONSIVENESS

Lab downtime isn't an option. With Mopec's rapid response service, dedicated support team, and expedited turnaround times, you can trust that critical issues are addressed promptly—minimizing disruptions and keeping your lab running smoothly.

## ELEVATING PREVENTATIVE MAINTENANCE

Extend the lifespan of your equipment with Mopec's proactive maintenance programs. Our tailored service plans include regular inspections and preventative care, helping to reduce unexpected failures and ensuring continuous, optimal performance.

## ELEVATING PARTS & UPGRADES

Mopec ensures that your lab stays ahead with genuine replacement parts and upgrade solutions. Whether it's enhancing existing equipment or integrating new technology, we help you future-proof your lab with the latest advancements.

## ELEVATING FLEXIBLE SERVICE PLANS

Mopec offers customized service plans to meet the unique needs of your lab. From on-site repairs to remote support, our comprehensive solutions provide reliability, flexibility, and peace of mind—ensuring your equipment operates at its best, every day.



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## Submit a Mopec Service Request Ticket



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24/7 Hotline: 800.362.8491, Option 4



[Mopec.com/Service](https://www.mopec.com/Service)