Protect research timelines with managed equipment service

University labs run on grant timelines and experiment schedules. When a critical instrument goes down, scheduled work can slip, samples may need to move, and researchers lose time they cannot recover. A managed equipment service program gives lab teams one place to request service and follow work across covered instruments and qualified providers.



One managed program across instruments, providers and coverage types

A mass spectrometer, flow cytometer or DNA sequencer does not have to be down for long before scheduled work falls behind. One outage can delay instrument time, force staff to move samples and put client projects or study milestones at risk.

Core labs and shared research facilities often manage equipment service through separate agreements, provider contacts and internal processes. Staff may need to confirm coverage, determine who to call and check on the repair several times while experiments and scheduled runs continue around them.

A managed service program brings covered instruments and open service work into one process. Lab teams submit one request, and the service team confirms coverage, engages the appropriate provider and follows the work through completion. Leaders can review repair history, provider activity and repeat repairs across instruments instead of piecing together records from several sources. Qualified providers the institution already works with can remain part of the program. This reduces service follow-up for lab teams and helps leaders prepare for upcoming coverage, renewal and replacement decisions.

Proven experience managing research equipment service at scale

80K+

Service events managed each year.

5K+

Qualified technicians available across OEM and third-party service networks.

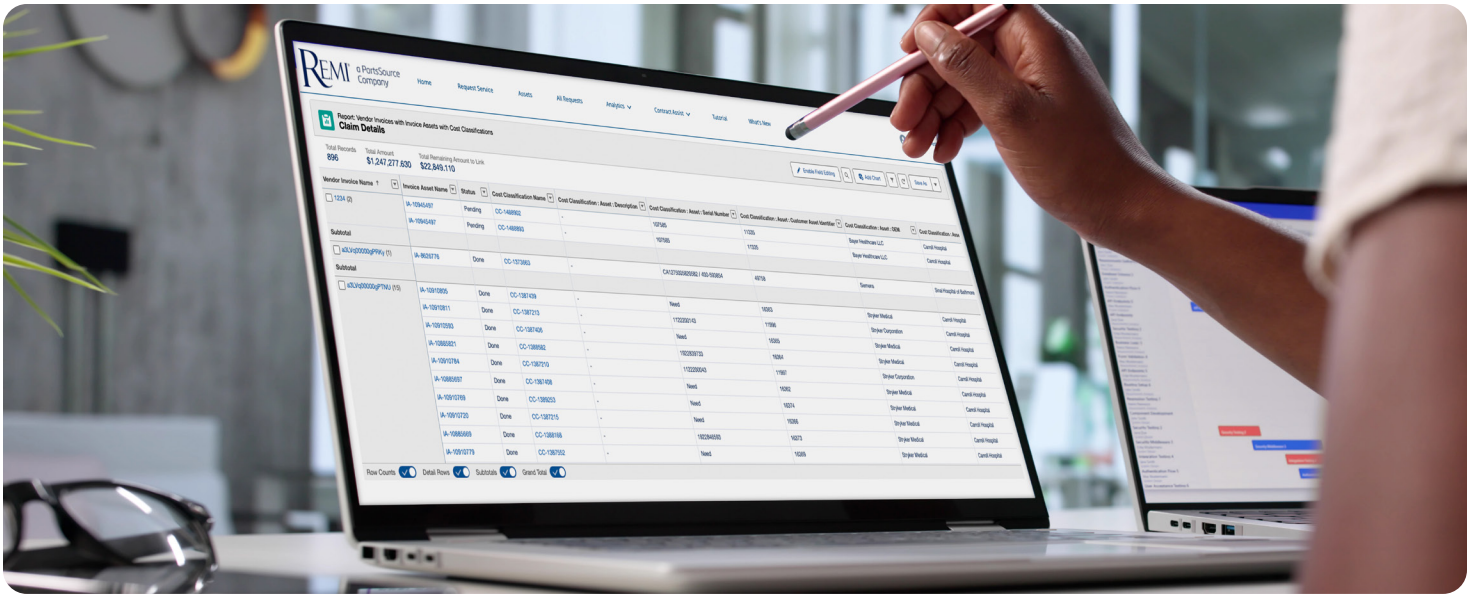
22K+

Equipment models covered, including centrifuges, microscopes, mass spectrometers, sequencers and ultra-low freezers.

4.8/5.0

Average client rating following completed service events.

Source: REMI program data.



What university labs and core facilities gain

A managed service program reduces follow-up for lab teams and gives leaders a better view of open work and upcoming coverage decisions.

Give researchers more usable time

Submit one request. The service team confirms coverage, coordinates the provider and follows the work through completion.

Help keep shared instruments available

Check service progress and share updates without calling several providers or searching through separate email threads.

See service activity across instruments

Review open work, repair history and provider activity across instruments without piecing together records from several sources.

Make renewal decisions easier

Use repair history and support options before renewing coverage or replacing aging instruments.

Instrument fleets are outgrowing maintenance capacity

Researchers found that large, high-end instrument fleets were growing faster than maintenance capacity, making it harder for university testing centers to keep shared equipment available and research schedules on track.

Source: SciOpen university instrument maintenance survey, 2024.

Take a closer look at equipment service

Start with one instrument type, one core facility or one department. Review service agreements, repair history and open work to see where the current approach creates extra work or delays.

Before your next service contract decision, request an equipment service and coverage review for your university labs and core facilities to identify coverage needs and next steps.

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