

# 3M™ Food Safety Hardware Service Guide

Maintain the performance of your 3M Food Safety Hardware.

3M Food Safety Hardware are precise, sophisticated measuring instruments that require regular calibration and maintenance in order to maintain optimal performance and accuracy.

## Standard Limited Warranty and Extended Service Agreement Option

Each new 3M Food Safety Hardware unit purchased comes with a standard one year limited warranty. This warranty includes free annual preventive maintenance and free repairs or parts replacement (not due to misuse) within the first year from date of 3M Food Safety Hardware purchase. The warranty also includes a loaner unit during preventive maintenance or repairs.

3M also offers an Extended Service Agreement, available for an additional fee within 60 days of 3M Food Safety Hardware purchase. The Extended Service Agreement covers two additional years beyond the standard limited warranty and covers both annual preventive maintenance and calibration, as well as any repairs. This can be a cost effective and simple way to manage costs to maintain your device. For questions or to request service for your 3M Food Safety Hardware, visit [3M.com/hcsg](http://3M.com/hcsg) to learn more.

## Annual Preventive Maintenance and Calibration

Annual preventive maintenance and calibration is an essential and cost-effective way to help keep your 3M Food Safety Hardware operating in peak condition.

- 3M offers a mail-in service to our 3M Health Care Service Center. The services are completed by 3M trained and qualified technicians using defined procedures and state-of-the-art equipment.
- Typical service time is 7 days from date of receipt of the unit.
- Service can be scheduled at a convenient time for your facility, which can help with workflow demands and budgeting. Order and schedule your Annual Preventive Maintenance and Calibration by visiting the 3M Healthcare Service Group at [3M.com/hcsg](http://3M.com/hcsg).
- 3M Food Safety recommends annual calibration for optimal performance of the hardware units.

## Repair

If issues arise, 3M offers a flat fee repair service to remedy and return your 3M Food Safety Hardware in working condition, when possible. Flat fee repair includes repair, cleaning, shipping both ways and a loaner unit if required).



3M™ Clean-Trace™  
Luminometer (LM1)



3M™ Petrifilm™ Plate  
Reader Advanced (PPRA)



3M™ Molecular Detection  
System (MDS)

Service Name	Includes	PPRA	MDS	LM1
<b>Standard Limited Warranty</b>	<ul style="list-style-type: none"> <li>• Coverage for one year, starting at purchase date</li> <li>• Annual Preventive Maintenance and Calibration</li> <li>• Repairs (not due to misuse)</li> <li>• Loaner hardware during annual preventive maintenance and calibration and repairs</li> </ul>	Included with your purchase of the hardware.		
<b>Extended Service Agreement</b> Must be purchased within 60 days of hardware purchase	<ul style="list-style-type: none"> <li>• Two additional years of free annual preventive maintenance and repairs, as described in the standard warranty (3 years total)</li> </ul>	\$1,500 6476	\$4,416 MDSSERV	\$558 UNGESA
<b>Annual Preventive Maintenance and Calibration*</b>	<ul style="list-style-type: none"> <li>• One-time maintenance and calibration of your hardware</li> <li>• Inspection of the instrument</li> <li>• Cleaning</li> <li>• Preventive Maintenance Service</li> <li>• Run software functionality tests for instrument and performance</li> <li>• Perform annual calibration against National Institute of Standards and Technology (NIST) standard</li> <li>• Documentation</li> <li>• Loaner hardware*</li> </ul>	\$500	\$1,670	\$290
<b>Repair*</b>	<ul style="list-style-type: none"> <li>• One-time repair, including parts replacement and labor</li> <li>• Cleaning and calibration</li> <li>• Loaner hardware*</li> </ul>	\$1,050	\$2,300	\$575

Terms and prices subject to change.

\*Services included in warranty and extended service agreement; charges for units out of warranty.

To learn more, visit [3M.com/hcsg](https://www.3m.com/hcsg).

**Contact us by phone:**  
**In the U.S.: 1-866-290-0795**

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