

# Limited Service Agreement

## SER-XXX-SAL

Biotage will provide the following services based upon the terms and conditions set forth in the agreement quotation.

### Coverage Includes

- » Term of the agreement is 12 months from customer's order ("Term").
- » This agreement plan covers labor and travel to the quoted location. Service Parts are excluded
- » Normal consumable parts including but not limited to such items as columns, glassware, and End-point sensors are billable and not covered as a service part in this agreement.
- » This agreement plan covers the instrument as purchased from Biotage. Please note that all accessories not included within the instrument model code (separate, optional line items) are specifically excluded from instrument warranty and agreement plan (unless specifically noted otherwise).
- » Coverage does not include components that have been damaged, misused or neglected by the Customer, nor does it include components that have been modified by the Customer.
- » Any damage to the system caused by usage of third party consumables is not covered under the agreement.
- » It is considered misuse to run dangerous or unproven chemistry or to reuse vials. It is at Biotage discretion to cover parts, labor and travel on any microwave explosion.

### Response Time

- » At the time of a service request, Biotage will endeavor to respond onsite within five working days of notification of the issue or sooner if possible.

### Service Parts

- » Service parts will be sent to the Customer if a repair can be accomplished without the presence of a Service Engineer.
- » Genuine service parts required for each visit will be provided by Biotage to ensure quality of each repair.
- » In order to expedite the service, if parts are required, because parts are not covered under this agreement plan, Biotage will provide a good faith estimate of

parts needed to complete the repair. Verbal approval may be accepted to complete the repair but a Purchase Order or credit authorization for non-covered items is required within 5 days of the repair.

- » Biotage may provide parts to the Customer for installation, repair the instrument on site, or ship components back to the factory for repair, whichever is deemed appropriate by Biotage.

### Performance Maintenance (PM)

- » Under this agreement plan Biotage will provide a PM visit to be scheduled by Biotage at least 3 weeks in advance.
- » During the PM the instruments performance will be verified to Biotage instrument specifications. The PM visit will follow the instructions described in each instrument's PM checklist, which may be provided upon customer's request.
- » Parts included in an instrument specific PM kit are covered by the agreement plan
- » PM coverage is waived for instruments covered for less than 1 year duration.

### Technical Support Functions

- » Unlimited phone and electronic mail consultations are covered by this agreement plan for its duration.
- » The preferred contact for such consultation is our 1-Point Support helpdesk: see related information in the footnote.

### Software

- » The Customer will receive patches for bug fixes for the existing software version.
- » Unlimited software phone consultations for Biotage software products are included for the term of this agreement plan. Contact Biotage® 1-Point Support™ helpdesk: see related information in the footnote.
- » New software versions that add additional instrument capability are not covered under this agreement plan.
- » All third party software upgrades are not covered under this agreement.

#### EUROPE

Main Office: +46 18 565900  
Fax: +46 18 591922  
Order Tel: +46 18 565710  
Order Fax: +46 18 565705  
order@biotage.com  
Support Tel: +46 18 56 59 11  
Support Fax: +46 18 56 57 11  
eu-1-pointsupport@biotage.com

#### NORTH & LATIN AMERICA

Main Office: +1 704 654 4900  
Toll Free: +1 800 446 4752  
Fax: +1 704 654 4917  
Order Tel: +1 800 446 4752  
Order Fax: +1 704 654 4917  
ordermailbox@biotage.com  
Support Tel: +1 800 446 4752  
us-1-pointsupport@biotage.com

#### JAPAN

Tel: +81 3 5627 3123  
Fax: +81 3 5627 3121  
jp\_order@biotage.com  
jp-1-pointsupport@biotage.com

#### CHINA

Tel: +86 21 68162810  
Fax: +86 21 68162829  
cn\_order@biotage.com  
cn-1-pointsupport@biotage.com

#### KOREA

Tel: +82 31 706 8500  
Fax: +82 31 706 8510  
korea\_info@biotage.com  
kr-1-pointsupport@biotage.com

#### INDIA

Tel: +91 11 45653772  
india@biotage.com

Distributors in other regions are listed on [www.biotage.com](http://www.biotage.com)

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