

# Factory Service Agreement

## SER-XXX-SAF

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 service parts, repair depot based labor and return shipping charges. The Customer is responsible for cleaning, packaging and shipping the unit to our local Biotage facility per standard Biotage return authorization procedures. Customer must contact Biotage to receive information about the procedure before returning the instrument for service. Contact Biotage® 1-Point Support™ helpdesk: see related information in the footnote.
- » Normal consumable parts including but not limited to such items as columns, glassware, and end-point temperature 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

- » Upon the arrival of a returned instrument, Biotage will endeavor to complete a full repair within five working days 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.

- » Biotage will supply all genuine service parts required to ensure quality of each repair.
- » In order to expedite the service, if parts are required that are not covered under this agreement plan (see exclusions above), 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 or ship components or the entire instrument back to the factory for repair, whichever is deemed appropriate by Biotage.

### Performance Maintenance (PM) and Function Test (FT)

- » Where PM and PM kit are available a performance maintenance and instrument function test will be provided to all covered instruments returned to Biotage.

### Technical Support Functions

- » Unlimited toll-free phone and electronic mail consultations are covered by this agreement plan for its duration. Contact Biotage® 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 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.

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Part Number: PPS470.V.1

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