

5-Year Warranty Commitment

Quality and reliability are key factors when we design and build our state-of-the-art scientific instruments. We want to ensure our customers benefit from the highest standards in the industry today. A 5-Year Warranty commitment is our way of proving that point, we trust our reliability have total confidence that our instrument components, down to the smallest bolt, will stand the test of time.

5-Year Warranty Plan

The 5-Year Warranty Plan applies to new instruments purchased from Biotage or an authorized Biotage Distributor. The 5-year warranty period begins from the date of installation up to a maximum of 5 years.

Your instrument is automatically enrolled in the plan and covered for the first year. You can choose to unlock additional coverage for the entire 5-year period at the time of purchase, but it is also possible to extend the warranty period on an annual basis, provided the warranty period has not already ended.

During each warranty period, your instrument requires an annual performance maintenance (PM) visit by an authorized Biotage Field Service Engineer to ensure system functionality and best performance.



Biotage® Selekt Warranty Plan

Biotage will provide the following services when your instrument joins our 5-Year Warranty Plan. To ensure the full support and benefits, four annual PM visits are required to ensure the reliability and robustness of the instrument during the full 5 year period.



Performance Maintenance (PM)

- » Biotage will provide PM visits, scheduled in advance by Biotage, during the coverage years.
- » During each PM, the instrument's performance will be tested and verified to be within Biotage system specifications. The PM visit will follow the instructions described in the PM checklist, a copy of the PM checklist can be sent on request.

Coverage Inclusions

- » The term of the plan is sixty months from customer's instrument installation ("Term"), provided that four PMs are performed as scheduled.
- » Choosing the 5-Year Warranty Plan - Biotage® Selekt (SER-SEL-WPL) will unlock years 2–5; includes four PMs and travel to the customer site.
- » Shorter term options to unlock warranty are also available. Contact your Biotage representative.
- » UV Lamps are included in warranty coverage.

Exclusions

- » Normal consumable parts, including but not limited to such items such as columns, and glassware are billable and not covered by this plan.
- » Exclusions include components that have been damaged, misused, modified or neglected by the customer or damage to the instrument caused by third-party components or consumable. Corrosion or chemical exposure specifically is excluded from warranty coverage. This plan only covers new Biotage® Selekt instruments purchased from Biotage and identified by serial number on the system packing slip or invoice accompanying the unit to the customer's installation site.

Service Parts

- » Genuine service parts required for each visit will be provided by Biotage to ensure quality.
- » Biotage will provide a good faith estimate of parts required prior to deploying a service engineer onsite. Parts may be required that are not covered under this agreement (see exclusions). A Purchase Order for non-covered items would be necessary.
- » Biotage may provide parts to the customer for installation if this is a reasonable remedy, repair the instrument on site, or ship components back to the factory for repair, whichever is deemed appropriate by Biotage.

Technical Support Functions

- » Unlimited phone and electronic mail consultations via 1-Point Support help desk during coverage period.
- » The preferred contact for such consultation is our 1-Point Support helpdesk.

Software

- » The customer will receive patches for bug fixes for the existing software version.
- » Third party software upgrades are not covered under this agreement.
- » Unlimited phone support for Biotage software products is included during coverage period.
- » Routine software updates and version updates are included and will be updated with your annual PM. Major software revision or new feature releases are not included in the scope of this warranty plan.

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