

## **Biolytic Warranties, Service and Service Plans**

This document describes each of the different warranties and service plan we offer.

### ***Introduction***

#### **Instrument Field Service**

We also offer several different service plans to support the instruments that we service. Acceptance of an instrument for a service plan requires a customer paid for inspection visit for instruments that have been out of warranty or off service plan for 30 days or more.

Our service plans address several levels of need for support and range in cost according to the coverage and exposure.

We offer multiple instrument discounts for customers who want to cover more than 2 instruments that reside at the same location.

We offer Pay as You Go service for those customers who want to pay for parts, labor and travel as they need them.

This document provides extensive descriptions for all the options we offer. At the end of this document there is a table that outlines the main points of each plan.

Finally there is a price sheet that lists prices for each service plan and for each instrument model that we service.

#### **Rebuilt Instrument Support**

We provide a 90 day parts and technical support warranty on instruments that we rebuild. We offer the ability to upgrade the basic 90 day parts and technical support warranty to:

- 90 Days on site (Parts Labor & Travel),
- 12 months Parts & Technical Support.
- 12 months Parts, Labor & Travel

#### **Travel**

We use travel zones to adjust the base price according to the location of the instruments relative to our location which is currently San Francisco, California USA.

#### **World Wide Support**

We offer onsite service, support and parts world wide. In some locations we have distributors who provide our products to customers in their locations. For all other locations world wide we provide support from our facility in Newark California USA which is located in the San Francisco area.

To obtain a quote for a service plan, please contact us using one of the following:

Email: [Kim\\_E@Biolytic.com](mailto:Kim_E@Biolytic.com)

Phone: 510-795-1142

FAX: 510-795-1149



## ***Service Information Systems***

Biolytic maintains an online service information system. Customers are given a user name and password that will allow them to enter service request through any web browser. Customers can also view service histories and print reports of their service histories.

Internet access is required to access our service system. The customer must supply their own internet access and they must make sure they can get through their own internal firewalls to be able to access our service system.

To print reports the customer is required to have a printer connected to the PC they are using to access our service system. Printers can be connected either directly to the PC or via a network.

## ***Pre-Inspection***

Instruments that have not been covered under one of our warranties or service plans for 30 days or longer require a Pre-Inspection to verify the condition of the instrument before we will accept it under one of our service plans. Any deficiencies found during the pre-inspection will need to be repaired prior to accepting the instrument for coverage under one of our service plans. The cost of the pre-inspection and any required repairs will be paid for by the instrument owner. Pre-inspection is \$450.00 per instrument and includes local travel and the labor necessary to perform the pre-inspection. In an effort to hold down the travel costs for instruments located in travel zone 2 through 5, we need to schedule pre-inspections with at least 4 weeks advance notice. Travel for pre-inspections will be billed by travel zone as follows:

Travel Zone 1 – No Additional Charge

Travel Zone 2 - \$500 per trip

Travel Zone 3 - \$1,100 per trip

Travel Zone 4 - \$1,800 per trip

Travel Zone 5 - \$3,500 per trip

## ***Multiple Instrument Discounts***

For customers who have more than 1 instrument at their location that they want to put under service plan with us are eligible for a multi instrument discount. The discount schedule that we use is:

- 2 – 4 instruments = 5% discount taken on all instrument placed under service plan
- 5 – 10 instruments = 7% discount taken on all instrument placed under service plan

## ***Travel Zones:***

There are five travel zones as follows:

**Zone 1** is within 100 miles of San Francisco International Airport (SFO). \$150 per trip

**Zone 2** is from 101 to 250 miles from SFO. Fifteen (17) % will be added to all service plans that are located in zone 2 to cover the additional travel costs.

**Zone 3** is 250 to 1500 miles from SFO. An additional 35% will be added to all service plans that are located in zone 3 to cover the additional travel costs

**Zone 4** is greater that 1500 miles but within the continental USA or Canada. An additional 50% will be added to all service plans for instruments that are located in zone 4.

**Zone 5** is outside of the continental US and Canada. Instruments located in zone 5 will be accessed an additional 85% for travel.



## **Field Service & Field Service Plans**

### ***Preventive Maintenance, not associated with a Service Plan***

We offer standalone Preventative Maintenance on the instruments we service. The preventative Maintenance is designed to check all functional aspects of the instrument so that when the PM is complete the instrument will meet factory specifications for functional operation. In addition to testing, cleaning, calibrating and adjusting the functional aspects of the instrument we change things like seals, filters, tubing that regularly needs changing and any other parts that normally need maintenance. The exact items that are checked, cleaned, adjusted, calibrated and changed vary with the instrument model. As the instrument is checked we may find other non maintenance parts that need changing to bring the instrument into factory specs. The PM includes the labor necessary to change any non maintenance parts that need changing up to 2 hours. Labor beyond 2 hours and the non maintenance part(s) must be paid for by the customer in addition to the PM. If non maintenance parts are determined to need changing to meet factory specs and the customer does not want them changed, the instrument will not meet the factory specs that are related to the defective part at the completion of the PM.

### ***Preventive Maintenance Associated with a Service Plan***

Some service plans include one or more PMs. In some cases one or more PMs may be added to the basic service plan. In these cases the following guide lines apply. The Preventative Maintenance is designed to check all functional aspects of the instrument so that when the PM is complete the instrument will meet factory specifications for functional operation. In addition to testing, cleaning, calibrating and adjusting the functional aspects of the instrument we change things like seals, filters, tubing that regularly needs changing and any other parts that normally need maintenance. The exact items that are checked, cleaned, adjusted, calibrated and changed vary with the instrument model. As the instrument is checked we may find other non maintenance parts that need changing to bring the instrument into factory specs. If these non maintenance parts are not covered under the service plan, the PM includes the labor necessary to change any non maintenance parts that need changing up to 2 hours. Labor beyond 2 hours and the non maintenance part(s) must be paid for by the customer in addition to the PM. If non maintenance parts are determined to need changing to meet factory specs and the customer does not want them changed, the instrument will not meet the factory specs that are related to the defective part at the completion of the PM. If the defective non maintenance parts are covered under the service plan they will be changed and adjusted and billed according to the service plan. This means that for a complete service agreement that covers all parts, labor and travel there would be no additional charges.



## ***Full Service Plan***

This service plan covers all Parts, Labor and Travel required to maintain your instrument to factory functional specifications for the 12 month term of the plan. This plan also includes unlimited technical support which may be used to correct minor problem that may arise or to get answers to technical questions. This is our top of the line service plan. This plan also includes access to our online service information system. Some restrictions and limitations apply, see the Biolytic Service Information System in this document for restrictions and limitations. PMs (Preventative Maintenance) may be purchased as desired.

## ***Co-Pay Service Plan***

The coverage under this plan is the same as it is under the Full Service Plan. All parts, labor and travel needed to maintain the instrument to factory specifications are covered. This plan is priced lower than the Full Service because it requires a Co-Payment of \$500 per service call. A service call is when a technician visits the instrument site to perform service on one specific instrument. If more than one instrument needs service at the same location, the second, third etc instruments each require an additional co-payment of \$300. This additional \$300 co-payment per additional instrument serviced is required if more than 30 minutes is required to service the instrument. This plan does not include Preventative Maintenance however preventative maintenance may be added to this plan as desired. Preventative Maintenance service that has been added to this service plan does not require a co-payment.

Unlimited phone and email technical support is included. This service plan excludes all user maintainable items, consumables, reagents and issues related to applications.

## ***Low Use Service Plan***

This service plan includes parts, labor and travel but is limited in the number of service visits, labor hours and parts. The way this service plan works is when it is purchased it starts with 3 service calls per year per instrument (one of which can be a PM) or up to 18 hours of labor in a year which ever comes first.

Therefore if a particular instrument has 3 service visits and each visit was 2 hours, the plan will have expired because the 3 visits were made even though it was only 6 hours. On the other hand, one may have 2 visits of 9 hours each which would also finish the service plan.

If there are multiple instruments covered under this plan that reside in the same location visits and hours may be shared across instruments. For example if there were 4 instruments covered and all are located in the same lab you would have a total of 4 instruments x 3 visits = 12 visits available. Or you would have 4 instruments x 18 hours = 54 hours. You would have a total of 12 visits or 54 hours which ever comes first however these could be used disproportionately across the 4 instruments. If one instrument had a lot of problems and another one did not, hours / visits can be transferred from the less broken instrument to the instrument that breaks more. This service plan excludes all user maintainable items, consumables, reagents and issues related to applications.



Preventative Maintenance may be purchased as desired. If this service plan becomes used (finished) prior to the completion the 12 month term, it can be renewed without a pre-inspection if the renewal is purchased within 30 days of the plan being used up. Service visits and / or hours that are not used at the end of the 12 month service plan term, can not be carried forward beyond the 12 month service plan term.

### ***Pay As You Go Service***

For customers whose needs are met by paying for service travel and labor as they need it, we offer “Pay As You Go” service. In this type of service, the customer simply calls us when they have a problem and pay for the service they need at the time they need it. We charge \$170 per hour plus travel costs with a minimum of 1 hour of labor. The travel costs are charged according to the travel zone the customer is located in as described in this document under Travel Zones.