



## SERVICE AND MAINTENANCE AGREEMENTS

We appreciate your choosing to bring BioTools technology into your lab and are committed to helping you maintain peak performance from your analyzer and keep your software and databases at the most current levels of operation.

Maintaining the integrity of your data is critical and can only be accomplished by ensuring the tools you are using are operating within manufacture specification at all times. BioTools, Inc. service plans will provide optimum scientific guidance and maintenance support for hardware, software and sample collection. Our staff will assist you in maximizing the return on your investment by maintaining the highest level of output from your BioTools spectrometer.

Failure of an analytical tool is costly in both time and material. The service plans are designed to remove concern of the operational function and to avoid costly system failure. Our maintenance plans provide 1) periodic remote diagnostic systems check, allowing us to monitor the performance of your analyzer and anticipate any changes in instrument performance, and 2) provide immediate on-site or remote support when needed.

To assure accurate instrument remote diagnosis, all testing carried out, whether remote or on-site, is tracked and logged at the BioTools Service Center. Our highly trained support staff is available to assist you via phone or email with instrument functions, data collection and data analysis. All data, correspondence and maintenance support is treated as confidential information and only provided or discussed with the group specific end users.

As you view the following options of service plans please select the plan most suited to your working environment. Custom service plans can also be designed around your specific needs while meeting the demands of regulatory and corporate requirements. Please contact Diane Errigo via email at [derrigo@btools.com](mailto:derrigo@btools.com) for more information about custom service plans.

Best Wishes,  
BioTools Team

## OUR COMMITMENT TO YOU:

We know the performance of your instrument is critical to the success of your studies, and we are dedicated to helping you realize the maximum value in your technology by providing unsurpassed technical support, service and maintenance.



### SILVER PLAN:

*This plan consists of a one-day, one-time per year service call, scheduled at a mutually agreed upon time.* The following services are included:

- Remote diagnostic testing
- OQ including frequency calibration
- Servicing of spectrometer
- ChiralIR software upgrade
- Unlimited remote technical support via email,
- Data tracking file: Confidential log of all communication, diagnostic testing results, and spectral files

**\*Cost of travel and consumable parts are not included. The cost of third party accessories and software are also not included.**



### GOLD PLAN:

*This plan consists of a one-day, two-times per year or a two-day, one-time per year option scheduled at a mutually agreed upon time.* The following services are included:

- Remote diagnostic testing
- OQ including frequency calibration
- Servicing of spectrometer
- ChiralIR software up grade
- Review of data collection procedures
- Review on data analysis and comparison to theoretical calculations under CDA per user request
- Unlimited remote technical support via email
- Data tracking file: Confidential log of all communication, diagnostic testing results, and spectral files
- Travel and living expenses

**\*The cost of consumable parts, as well as third party accessories and software not included.**



## **PLATINUM PLAN:**

This plan is designed to avoid the potential critical losses caused by unanticipated instrument malfunction. It protects you against the costly delays caused by instrument downtime as well as the costly fees of emergency visits. We have factored in all the fees to protect your budget while providing maximum protection. This plan provides you with the highest priority of emergency response time in the event of instrument failure. The following services are included:

- Remote diagnostic testing within 24 hours
- On-site repair within 72 hours of diagnosis and parts delivery
- OQ including frequency calibration
- Servicing of spectrometer
- Consumable parts (ie. lasers and sources)
- ChiralIR software upgrade
- Review of data collection procedures
- Review on data analysis and comparison to theoretical calculations under CDA per user request
- Remote technical support via email and phone
- Data tracking file: Confidential log of all communication, diagnostic testing results, spectral files
- Travel and living expenses

**\*The cost of third party accessories and software are not included.**

## **EXCLUSIONS TO COVERAGE:**

Failure to follow procedure identified in Operator Instruction Manual; placement in an unsuitable environment; use of non-approved calibration; use of non-approved operating procedure; Instrument failure caused by abuse or neglect.

Warranty is void if any modifications are made by non-BioTools Personnel; if any service is provided by non-BioTools Personnel; if non-approved parts are substituted in the spectrometer. Other exclusions and warranty limitations are included in your Operators Manual and provided with your Plan Quotation.