



Exceptional Support to Ensure Your Results

When your laboratory is in high production, your instrumentation must perform as expected. At Douglas Scientific, we deliver a gamut of preemptive and responsive services to ensure our equipment is a dependable performer in your operation.

Commitment to You

Great support begins with precision engineering, quality products, and committed professionals. From that foundation, our Service Plans are certain to bring the following benefits to you:

- ▶ Provide a global service delivery system
- ▶ Maximize equipment up-time
- ▶ Guaranteed responsiveness
- ▶ Utilize technology to minimize costs
- ▶ Offer effective operator training
- ▶ Provide consumable product incentives
- ▶ Provide flexible pricing

Tailored Support Plans

Once your initial warranty expires, we provide a seamless transition to extended service and reliability you have grown to expect. We offer four service plan options tailored to meet

the support, pricing, and budget requirements of our customers.

Competent Professionals

Our service engineers are highly trained professionals in the disciplines of manufacturing, robotics, pneumatics, automation and service.

Guaranteed Response and Resolution

You expect responsiveness and we guarantee you receive it. Our plans ensure telephone support and incident resolution.

Parts Availability

We understand that instrument up-time can be contingent on the availability of critical parts. We serve that need with a complete parts inventory, replacement parts on customer site, and redundant modules to ensure rapid resolution.

Education and Training

Your operators will receive training and complete documentation to support their important role with the instrumentation. Additionally, our plans provide for training and certification of your technicians.

Equipment and Software Updates

We strive to refine and improve our instruments and software applications. Enhancements will be made available either in the form of updates or upgrades.

Preventive Maintenance

Our Comprehensive and Premier service plans include preventive maintenance for your instrumentation. This service will be coordinated with your staff to ensure minimal disruption to laboratory process.

Loyalty Incentives

We appreciate customer partnerships and we are prepared to reward them. Our service plans are discounted based on the number of instruments per location.

Four Service Plan Offerings SEE BACK FOR DETAILS

Comprehensive Plan

Ideal for customers who desire around the clock service. Enjoy the value of having a Certified Technician on staff and various discounts on upgrades and parts.

Premier Plan

Plan provides a strong blend of services and discounts for having a Certified Technician on your staff.

Time & Materials

Annual Contract

Offered for customers desiring simple Time and Materials service as needs arise. Under this plan, travel and labor rates are discounted as reflected below.

Time & Materials

No Contract

Offered for customers desiring simple Time and Materials service as needs arise. This plan does not provide discounts or loyalty incentives.

Service Level	SERVICE PROGRAM				
	Warranty	Comprehensive	Premier	Time & Material with annual contract	Time & Material No contract
Incident Response Time	2 hours	2 hours	2 hours	4 hours	First available
On-site Service Guarantee	24 hours	24 hours	48 hours	48 hours	First available
Response Period	24/7	24/7	24/7	7am – 11pm, M–F CST	8am – 5pm, M–F CST
Support Options					
Phone/e-mail Support	Unlimited	Unlimited	7am – 11pm, M–F CST	7am – 11pm, M–F CST	\$500/incident*
Remote Video Diagnostics	Unlimited	Unlimited	7am – 11pm, M–F CST	8am – 5pm, M–F CST	Not available
Online Reporting/Tracking	Unlimited	Unlimited	Up to 5 users included \$500/additional user ID	\$500/user ID	Not available
On-site Parts Supply	Quote	Quote	Quote	Quote	Quote
Coverage, Travel, Labor & Parts					
Regional Travel	Included	Included	Included	\$250/day	\$400/day
North American Travel	Included	Included	Included	\$500/day	\$800/day
International Travel	Included	Included	Included	\$1,500/day	\$2,500/day
Labor	Included	Included	Included	\$1,400/day	\$2,400/day
Replacement Parts & Shipping	Included	Included	Included	25% discount on MSRP	MSRP
Preventative Maintenance (PM)	1/year	2/year	1/year	Daily charge	Daily charge
Additional PM	Quote	Quote	Quote	Daily charge	Daily charge
System Control Software					
Version Updates	Included	Included	Included	Included	Billable @ MSRP
Version Upgrades	Included	50% disc MSRP	25% disc MSRP	10% disc MSRP	Billable @ MSRP
Training					
Operator Training	Unlimited	Unlimited	Unlimited	Daily charge	Daily charge
Certified Technician Training	Unlimited	Unlimited	\$7,500/participant	\$7,500/participant	\$7,500/participant
Refresher Operator Training	Unlimited	Unlimited	1 day during PM @ no cost	Daily charge	Daily charge
Cost					
Regional	No Charge	9.0%	7.0%	3.0%	Time & Material
North American	No Charge	11.0%	9.0%	3.0%	Time & Material
International	No Charge	14.0%	11.0%	3.0%	Time & Material
Multiple Instrument Discount					
1 – 5	N/A	0%	0%	N/A	N/A
6 – 12	N/A	4%	4%	N/A	N/A
> 12	N/A	6%	5%	N/A	N/A

DETAILS

1. Onsite Part Supply: Replacement Parts and Shipping

- Warranty, Comprehensive and Premier – Parts will be replaced at no charge
- Time and Materials – billed based MSRP, applicable discounts do not apply to shipping charges

2. Service Coverage Zones

- Regional - 500 miles from Alexandria MN.
- North America - Travel within continental US, PR, HI, AK, Canada and Mexico
- International - Travel outside North America

3. Travel rates are calculated per person per day

4. Software

- Support for Intellilics™ Software will be covered under separate agreement

5. Training

- Operator Training is included during the Warranty period. Applicable charges apply post warranty.
- Operator Training (during Warranty period) occurs on-site during instrument installation.
- Certified Technician Training occurs at Douglas Scientific in Alexandria, MN USA.
- Expenses for additional on-site operator training are not included.

6. Contract pricing is based on instrument purchase price not MSRP

7. Multiple Instrument Discount

- Calculated based on the number of instruments (defined as Nexar, Araya, Soellex and additional platform instruments released in the future) on the service agreement contract per location.

b) Instruments that support the Array Tape platform are covered under the service agreement including: tape counters, centrifuges, etc. but are not included in the calculation of multiple instruments

8. Update and Installation: Douglas Scientific will enhance non-critical system attributes to enhance performance and reliability. Such “updates” will be applied to all equipment enrolled in Warranty, Comprehensive Plans, or Premier Plans. “Upgrades” are optional new product functions or modules to the existing equipment and will be viewed a new purchase event.

9. Wear Parts: Tips, valves, etc. that naturally wear with use are available at MSRP and are not covered under any plan. Discounts do not apply.

LIMITATIONS AND RESTRICTIONS

The following limitations and restrictions apply to this service agreement:

- The agreement includes all parts that are fabricated or purchased by Douglas Scientific and incorporated into the supplied instrument.
- The agreement includes the Douglas Scientific control software for equipment operation. The software shall perform according to the standards outlined in the user documentation. The software is not warranted when used outside of the functions supplied in the user documentation, is impacted by peripheral software products not licensed by Douglas Scientific, is modified, or used in non-Douglas Scientific equipment.
- Wear and tear on the equipment that is considered standard in the industry shall not be covered.

4. Unless specified otherwise, frame and component finishes shall not be warranted if the equipment is installed in a wet environment, or exposed to harsh cleaners or high pressure wash downs.

5. Loss or damage resulting from software interfaces, instrument modifications, site preparation and maintenance, or operation outside of environmental specifications shall not be warranted.

6. Equipment that has been misused, poorly maintained, neglected, or improperly moved, repaired by anyone other than Douglas Scientific or Douglas Scientific certified customer technicians, shall not be warranted.

7. Douglas Scientific shall not be responsible for business loss related to equipment downtime.

8. The following items are not included in the Warranty:

- Customer maintainable components
- Consumables and supplies
- Accessory products that were not part of the shipped equipment
- Used or refurbished equipment that was not sold, inspected and approved by Douglas Scientific

9. This warranty is for the sole benefit of the original buyer and is not transferable.

10. This warranty is in lieu of all other warranties, expressed or implied, or merchantability, or fitness for a particular purpose, performance or otherwise.

* An incident is defined as any type of support requiring 30 minutes or more of assistance by Douglas Scientific staff. For additional information on support options and costs please contact your Douglas Scientific Client Executive.