

# Priority Service Agreement

## SER-XXX-SAP

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 All-Inclusive agreement covers service parts, labor and travel to the quoted location(s).
- » Normal consumable parts including but not limited to such items as columns, glassware, and End-point 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

- » At the time of a service request, Biotage will endeavor to respond within three working days of notification of the issue or sooner if possible.

### Service Parts

- » Genuine service parts required for each visit will be provided by Biotage 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, repair the instrument on site, or ship components back to the factory for repair, whichever is deemed appropriate by Biotage.

### Performance Maintenance (PM)

- » Under this agreement plan Biotage will provide a PM visit to be scheduled by Biotage at least 3 weeks in advance.
- » During the PM the instruments performance will be verified to Biotage instrument specifications. The PM visit will follow the instructions described in each instrument's PM checklist, which may be provided upon customer's request.
- » PM coverage is waived for instruments covered for less than 1 year duration.

### Technical Support Functions

- » Unlimited phone and electronic mail consultations are covered by this agreement plan for its duration.
- » The preferred contact for such consultation is our 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 Biotage® 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.

SER-XXX-SAP-Q – Priority Service Agreement with Qualification adds an annual Operational Qualification (OQ) in connection with the annual PM visit and Repair Qualification (RQ) in connection with a repair visit.



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