

PRIORITY SERVICE AGREEMENT

Biotage will provide the following services based upon the terms and conditions set forth in the plan period price quotation.

Coverage includes:

- This 'all-inclusive' contract 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 TurboVap temperature sensors are billable and not covered as a service part in this agreement.
- This contract covers the system and all accessories purchased from Biotage with each covered system (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 microwave chemistry vial rupture incident (often referred to as an explosion) and parts damaged due to incident are not covered when non-Biotage vials have been utilized. In addition, it is considered misuse to run dangerous or unproven chemistry or to reuse vials. It is at Biotage's 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 (3) working days of notification of the issue or sooner as possible.
- Biotage may provide parts to the customer for installation if this is a reasonable remedy, repair the system on site, or ship components back to the factory for repair, whichever is deemed appropriate by the service manager.
- In order to expedite the onsite service, if parts are required that are not covered under this service agreement (see exclusions above), Biotage will provide a good faith estimate of parts required and will respond onsite as quickly as possible. 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.

Replacement Parts:

- Replacement parts will be sent to the customer if a repair can be accomplished without the presence of a service engineer.
- The service engineer will supply all parts required for each visit to ensure quality of each repair.

Preventative Maintenance (PM):

- Under this contract Biotage will provide a PM (Preventative Maintenance) visit to be scheduled by the customer at least 3 weeks in advance.
- During the PM visit the systems performance will be verified to be within Biotage system specifications.
- PM coverage is waived for instruments covered for less than 1 year duration.

Technical Support Functions:

- Unlimited toll-free phone and electronic mail consultations are covered by this contract for its duration.
- Our Technical Support Specialists are available M-F 8am-6:30pm EST at 1-800-446-4752 or 704-654-4900 *.

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 contract.
- New software versions that add additional system capability are not covered under this contract.
- All third party software upgrades are not covered under this agreement.

*Biotage reserves the right to modify business hours pursuant to current North American headquarters' policy