

## **FACTORY 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 contract covers service parts, repair depot based labor and return shipping charges. The customer is responsible for cleaning, packaging and shipping the unit to our Charlotte, North Carolina facility per standard Biotage return authorization procedures.
- Normal consumable parts including but not limited to such items as columns, glassware, and TurboVap sensors (level sensor kit) are billable and not covered as a service part in this agreement.
- This contract covers the system as purchased from Biotage. Please note that all accessories not included within the system model code (separate, optional line items) are specifically excluded from system warranty and service agreement (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:**

- Upon the arrival of a returned system, Biotage will endeavor to complete a full repair within five (5) working days or sooner as possible.
- Biotage may provide parts to the customer for installation if this is a reasonable remedy or ship components or the entire system back to the factory for repair, whichever is deemed appropriate by the service manager.
- In order to expedite the 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 Biotage will supply all parts required for each visit to ensure quality of each repair.

### **Preventative Maintenance (PM):**

- A preventative maintenance and system operational check will be provided to all covered systems return to Biotage.
- The PM return to Biotage is customer optional. Customer must contact Biotage for RMA authorization before returning for PM service.

### **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-6:00pm 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