

# Biotage System Support Commitment

Biotage operates a simple support policy – we commit to fully support all new instruments from the date of installation to the System Support Commitment date (SSC), which is a period of up to 7 years.

## System Support Commitment (SSC)

After an instrument has exceeded the SSC date, support will vary according to the product life cycle phase, as described below. For post-SSC support and for pre-owned instruments please contact your local Biotage office, who will be happy to discuss your options and provide further information.

### Catalog Products and Parts

New products are fully supported with service, parts and service contracts during the period from system installation to the SSC date. After SSC date, systems are still offered full support, with the caveat that service part sourcing issues may exist. Contact your local Biotage office to receive more details.

### Discontinued Products

Biotage can offer service agreements with full service and support where we have the possibility to source parts and materials. Our instrument support capability is reviewed annually and consideration is given to the availability of service



parts, system upgrades, software and service documentation as well as field service expertise and certification levels.

### Obsolete Products

A product is obsolete when Biotage can no longer provide consistent support. Biotage will continue to support obsolete products on a “best effort” basis. Contact your local Biotage office for more details.

### Pre-owned Products

These are products that have either been used in a laboratory setting for demonstrations, have been refurbished (Demonstration/Refurbished) or have unknown installation dates. In these cases, the period of SSC is based on the original date of first shipment from Biotage.

## Catalog Products

### Up to Seven Years from Installation Date

Fully supported without exceptions

### After Seven Years from Installation Date

Fully supported, with exceptions. Service part sourcing issues may exist

## Discontinued/Obsoleted

### Discontinued

Supported where we have capability

### Obsoleted

Supported at “best effort”

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