

Biotage® Selekt Warranty Plan

Biotage will provide the following services when your instrument joins our 5-Year Warranty Plan. To ensure the full support and benefits, four annual PM visits are required to ensure the reliability and robustness of the instrument during the full 5 year period.



Coverage Inclusions

- » The term of the plan is sixty months from customer's instrument installation ("Term"), provided that four PMs are performed as scheduled.
- » This All-Inclusive agreement covers service parts, labor and travel to the quoted location(s).
- » Choosing the 5-Year Warranty Plan will unlock years 2–5: includes four PMs and travel to the customer site.
- » UV Lamps are included in warranty coverage.

Response Time

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

Performance Maintenance (PM)

- » Biotage will provide PM visits, scheduled in advance by Biotage, during the coverage years.
- » During each PM, the instrument's performance will be tested and verified to be within Biotage system specifications. The PM visit will follow the instructions described in the PM checklist, a copy of the PM checklist can be sent on request.

Service Parts

- » Genuine service parts required for each visit will be provided by Biotage to ensure quality.
- » Biotage will provide a good faith estimate of parts required prior to deploying a service engineer onsite. Parts may be required that are not covered under this agreement (see exclusions). A Purchase Order for non-covered items would be necessary.
- » Biotage may provide parts to the customer for installation if this is a reasonable remedy, repair the instrument on site, or ship components back to the factory for repair, whichever is deemed appropriate by Biotage.

Exclusions

- » Normal consumable parts, including but not limited to such items such as columns, and glassware are billable and not covered by this plan.
- » Exclusions include components that have been damaged, misused, modified or neglected by the customer or damage to the instrument caused by third-party components or consumable. Corrosion or chemical exposure specifically is excluded from warranty coverage. This plan only covers new Biotage® Selekt instruments purchased from Biotage and identified by serial number on the system packing slip or invoice accompanying the unit to the customer's installation site.

Technical Support Functions

- » Unlimited phone and electronic mail consultations via 1-Point Support help desk during coverage period.
- » The preferred contact for such consultation is our 1-Point Support helpdesk.

Software

- » The customer will receive patches for bug fixes for the existing software version.
- » Third party software upgrades are not covered under this agreement.
- » Unlimited phone support for Biotage software products is included during coverage period.
- » Routine software updates and version updates are included and will be updated with your annual PM. Major software revision or new feature releases are not included in the scope of this warranty plan.