

# Instrument Support Plans



Azenta Life Sciences products are designed and tested to suit the workflow demands of our customers. We know that some customers operate our instruments in environments where even the smallest downtime can be costly.

In recognition of this, Azenta Life Sciences offers standard Support Plans to meet your workflow needs. These plans have been structured to offer flexibility so you can choose a package most appropriate to you. There are a range of benefits to offer peace of mind.

## Key Benefits

- Mitigate downtime in your workflows
- Direct access to expert technical support
- Confidence in the protection of workflow
- Discounts for multi-year, multi-instrument contracts
- We can also provide tailored service options for customers with a more bespoke requirement

# Instrument Support Plans



## Support Plans

	Factory Warranty	Basic Package	Performance Package
<b>CORRECTIVE SERVICES</b>			
Unlimited phone & email support	✓	✓	✓
Priority on-site response commitment	Standard response time	Standard response time	3 business days
On-site corrective maintenance	✓	10% discount	✓
<b>REMOTE DIAGNOSTIC &amp; REPAIR</b>			
Unlimited priority phone & email support	✓	✓	✓
Remote Access Support, where possible	✓	✓	✓
<b>PREVENTATIVE MAINTENANCE SERVICES</b>			
Pre-scheduled, on-site preventive maintenance (PM) & PM parts kit (1/system/year)		✓	✓
Software & firmware updates during preventive maintenance, as required			✓
<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>			
Loaner equipment, based on availability	Not available	10% discount	15% discount
Loyalty discount on parts & accessories	Not available	10% discount	Included
Discount of on-site or institute-based training, where applicable	Full charges apply	5% discount	10% discount
Qualification & calibration services	Full charges apply	5% discount	10% discount