

# Performance Maintenance Plan

## SER-XXX-PMP

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

### Coverage Includes

- » Term of the agreement is 12 months from customer's order ("Term").
- » Under this agreement Biotage will provide a Performance Maintenance (PM) to be scheduled by Biotage at least 3 weeks in advance.
- » During the PM, the instruments performance will be verified to be within Biotage instrument specifications.
- » Each instrument has a instrument specific PM kit. PM kit and standard PM labor are included in the price of the PMP agreement. Travel zone charge to be quoted specific to customer location.
- » PMP customers to receive a 10% discount on next year's PMP agreement renewal.
- » This PMP agreement only covers instruments purchased from Biotage and listed in the PM agreement quote.

### Response Time

- » PMP customers receive preferred scheduling for repair visits during 12-month period. Biotage will endeavor to respond within ten working days from acceptance of the cost estimation.

### Service Parts

- » PMP agreement customers are entitled to a 10% discount on any additional service parts and additional labor hours related to repairs above the standard PM for the covered instrument during the PM visit only.
- » Biotage will provide a good-faith estimate of the parts, travel and labor required to complete a repair visit prior to coming onsite. Standard travel & labor rates and service parts pricing apply and are excluded from the PMP agreement.
- » Biotage will supply all genuine service parts required for each visit to ensure quality of each repair.

### Technical Support Functions

- » Unlimited priority phone and electronic mail consultations are covered by this PM agreement for its duration.
- » The preferred contact for such consultation is our 1-Point Support helpdesk: see related information in the footnote.

### Software

- » The customer will receive patches for bug fixes for the existing software version during the PM visit.
- » Unlimited software phone consultations for Biotage software products are included for the Term. Contact Biotage® 1-Point Support™ helpdesk: see related information in the footnote.
- » New software versions that add additional instrument capability are not covered under this PM agreement.
- » Third party software upgrades are not covered under this PM agreement.

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