



SERVICE & SUPPORT

Warranty and Service Programs	Depot Warranty Support	Field Warranty Support	Depot Comprehensive Support Agreement (with PM)	Field Comprehensive Support Agreement (with PM)	Depot Basic Support Agreement (without PM)	Field Basic Support Agreement (without PM)	Priority Partner Agreement
U.S. Technical Support							
Priority Telephone Support: Weekdays from 8:30 A.M. - 5:30 P.M. Eastern	✓	✓	✓	✓	✓	✓	✓
Extended Telephone Support: Weekdays until 9:00 P.M. Eastern	✓	✓	✓	✓	✓	✓	✓
In-Depth Troubleshooting/Diagnostics Support	✓	✓	✓	✓	✓	✓	✓
Priority Loaner Equipment (availability varies by model)	✓	✓	✓	✓	✓	✓	
Planned Maintenance (PM) - To BioTek Specifications							
Planned Maintenance (PM) Service	na	na	✓	✓			
Repair Services - To BioTek Specifications							
On Site Business Hours Repair Coverage: 8:30 A.M. - 5:00 P.M. (customer local time, FSE travel and labor included)		✓		✓		✓	
Repair Parts Coverage (excludes supplies and accessories)	✓	✓	✓	✓	✓	✓	
Return to Depot Repair Coverage	✓	✓	✓	✓	✓	✓	
Software Support							
Safety and Performance Enhancing Updates	✓	✓	✓	✓	✓	✓	✓
Discount on Feature Enhancing Upgrades	✓	✓	25%	25%	15%	15%	10%
Value Added Service Discounts							
Test Plate Certification	na	na	15%	15%	10%	10%	10%
Other Field Services (IQ/OO/PQ, PM and Repair Calls)	20%	20%	15%	20%	10%	15%	5%
In-Depth Applications Support	25%	25%	15%	25%	15%	25%	10%
Additional Field Training (post installation)	20%	20%	15%	15%	10%	10%	10%

Warranty and Service Program Descriptions

U.S. Technical Support

- Priority telephone support is available for BioTek customers with warranty or support agreements.
- Technical Support is available after normal weekday business hours for customers with warranty or support agreements.
- Customers with warranty or support agreements receive in-depth troubleshooting, subject to equipment specification, in addition to our normal technical support services. This helps to minimize instrument down time and avoid a Field Service Representative dispatch or shipment to the Depot Service Center.
- Customers with warranty or support agreements have priority access to loaner equipment (if needed) at no charge when an instrument is sent to the Depot Service Center for repair (not for PM). Availability varies by model.

Planned Maintenance (PM) - To BioTek Specifications

- BioTek instruments do not require field or depot planned maintenance during the warranty period. Customers with comprehensive support agreements receive one PM per year. Agreements with additional PMs are available (special quote).

Repair Services - To BioTek Specifications

- Several support programs are eligible for On Site (Field Service) labor. If applicable, the hours of coverage are listed; after hours services for contracted customers (night and weekends) are at prevailing time and material rates.
- Repair parts coverage, excluding supplies and accessories, is included for all support programs except the Priority Partner Agreement.
- Instrument repair service at our Depot Service Center is included for all support programs except the Priority Partner Agreement. In some circumstances, this option may be more desirable than dispatch of our Field Service personnel. Instruments should be shipped in BioTek packaging. Customer pays for shipping to BioTek. Labor and return shipping are included.

Software Support

- BioTek customers with warranty or support agreements receive software updates and the travel/labor, if applicable, to perform them at no charge.
- Customers with warranty or support agreements receive this discount on feature enhancing software upgrades.

Value Added Service Discounts

- Customers with warranty or support agreements receive this discount on the purchase of a test plate certification service.
- Customers with warranty or support agreements receive this discount on any necessary time and material services not covered under their agreement such as IQ/OQ/PQ services and Field Service repair calls.
- Normal applications support is limited to basic troubleshooting and FAQs. Customers with warranty or support agreements get this discount if they purchase in-depth application support. This includes technical support and/or Field Service travel and labor charges as required.
- Some instruments require or include training at time of installation. Customers with warranty or support agreements receive this discount on additional field service training (post installation) if needed.

Please contact BioTek at svcontract@biotek.com for more information and/or pricing on any BioTek service support agreement.

Service Contact Information

Technical Assistance Center and Repair Service: Call: (800) 242-4685 or E-mail: TAC@biotek.com

Support Agreements: Call: (800) 242-4685 or E-mail: Svcontract@biotek.com • Applications Support: Call: (888) 451-5171 or E-mail: Applications@biotek.com