

# Extended Service and Support Agreement



Accellix instruments are covered with a standard one (1) year warranty. All standard instrument warranties expire one year after the date of installation.

To ensure ongoing customer satisfaction and quality after warranty expiration, Accellix is pleased to offer our customers the following ongoing and renewable service agreement.

Accellix Premier instrument service program includes:

- Onsite\* software and hardware repairs – up to 2 incidents per year per instrument
- Replacement parts
- Labor (Travel and expenses included)
- Annual preventative maintenance (1 PM per year per instrument)<sup>1</sup>
- Remote Technical support/troubleshooting
- Online product and applications support
- Software updates<sup>2</sup>
- 25% discount on software upgrades

\*Every incident and repair will be evaluated if an onsite representative is needed

Term	1 year	3 years	5 years
Cost	\$10,000	\$26,000	\$42,000

<sup>1</sup> Annual Maintenance includes inspection, cleaning, alignment, and recertification.

<sup>2</sup> Software updates include bug fixes, security patches and compatibility improvements. New features and upgrades may be sold separately.