



PIONEERING BIOPHARMA

# AFTER-SALES SERVICE PREMIUM PACKAGES

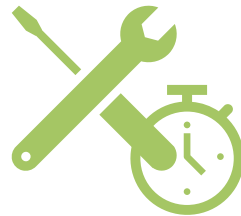
FOR OPTIMAL LIFECYCLE PERFORMANCE

# Why are Single Use Support service plans better value than other providers' services?



## NO HIDDEN FEES

Single Use Support's Premium & Gold service plans include travel and repair costs, plus genuine SUS parts required for repair or preventive maintenance.



## FASTER TIME TO REPAIR

Many issues are resolved without an onsite visit, thanks to our Remote Tech Support capabilities. When a service visit is still needed, your service professional will have a prior evaluation and will arrive quickly with the required parts† and supplies.

†Conditions apply



## PARTS ON HAND

Single Use Support maintains its own inventory of thousands of repair parts with 90%+ available when needed.

# Service Plans

## Silver

Timely repair coverage, budget control

Decrease repair costs and downtime with our Silver service plan, which includes our Annual Preventive Maintenance

## Premium

Premium service for mission-critical systems

Get the Priority treatment with 24/7 call availability, 2 business days onsite response time and all repairs and spares included for the term of the plan. This plan also includes Annual Preventive Maintenance.

## Multiyear service plans

Protect against price increases

Choose either a 2- or 3-year plan to lock-in your price for the plan's duration. Cut down on administrative tasks, save time, and focus on strategic initiatives knowing that you have continued service coverage.

## Gold

*Our most popular plan*

Maximize productivity, minimize workflow disruptions

Eliminate unplanned costs and improve speed to repair. All onsite repair visits, including SUS-manufactured parts and consumables required for repair, are included. This plan also includes Annual Preventive Maintenance.

## Factory warranty extension

Protect your new instrument right from the start

Lengthens your instrument's standard warranty coverage, including any warranty-level repairs using genuine SUS parts.



	<div>BASIC</div> <div>Fast remote diagnosis with preventive maintenance</div>	<div>SILVER</div> <div>Decreased downtime with preventive maintenance and rapid on-site support</div>	<div>GOLD</div> <div>Minimized downtime with rapid on-site support, repair costs and preventive maintenance included</div>	<div>PREMIUM</div> <div>Fastest, highest priority response time both remote and on-site available for critical operations</div>	<div>Factory Warranty Extension (offered at point of sales only)</div>
Scope	Non urgent onsite support, regular preventive maintenance coverage	Immediate tech support with on-site response when needed	Immediate tech support with on-site response when needed	Instrument availability, Uptime Prioritized	
Coverage period	1 Year	1 Year, Extension possible with price lock	1 Year, Extension possible with price lock	1 Year, Extension possible with price lock	1 Year from purchase
Services Included in SUS service plans					
Virtual Tech Support	•	•	•	•	•
Same day remote repair (when possible)	•	•	•	•	•
First Evaluation <24 hours	•	•	•	•	•
Service Hotline Availability	Monday – Friday 8am- 4pm CET	Monday – Friday 8am- 4pm CET	Monday – Friday 8am- 4pm CET	24/7/365	Monday – Friday 8am- 4pm CET
On-site repair services					
Target priority on-site response time	No priority response	2 Days Europe, 3 Days Rest of World	2 Days Europe, 3 Days Rest of World	2 Days	No priority response
Emergency repair labor time (on-site and travel time)		10% discount	•	•	•
Emergency Repair Parts (OEM factory certified parts)		10% discount	•	•	•
Preventive Maintenance Services					
Pre-scheduled, Annual Preventive Maintenance (PM) (Travel & Labor)	•	•	•	•	
Spare parts package		10% discount	10% discount	10% discount	
Premium services					
Remote Access Module		•	•	•	
Tailored toolbox				•	
Operator training				•	
Priority on spare parts with limited availability				•	
Next business day sending of necessary spare parts *				•	
10% rebate on next year services when no call out support is required. Up to a maximum of 10% of standard premium price			•	•	
* on stocked parts					

# Service Center

Should a problem arise, our experienced, qualified service staff will be at your side. Always. Our Service Center is here for you. We offer complete, competent service packages to optimize the lifecycle performance of your equipment from SUS.

**CONTRACT PERIOD: 1 YEAR. PRICE PER UNIT AND YEAR.**

RoSS.pFTU – all scales, versions



RoSS.FILL – all scales, versions



The highest quality and easy maintenance paired with proactive staff guarantees reliable operation and long running times.

Premium, Gold or Silver Packages will complete your individual needs.

Request more details on service package options & write to: [service@susupport.com](mailto:service@susupport.com)