

iQue® Platform Service Contract Program

Stay Current, Ensure Productivity, Manage Costs and Avoid Downtime

We know how important the investment you made in our technology is to your research. We want to ensure you have what you need to get the most value out of your purchase. Below is a comprehensive program of service and support to keep you going for years to come.

Warranty Program

Duration

- For new instruments, Warranty is one year from the ship date.
- For refurbished instruments, Warranty is six months from the ship date.

Coverage

- Full coverage for parts, labor, shipping and travel in the event of a repair.
- Major version software upgrades during the warranty period. Service pack updates for the life of the instrument.

Service Contract Program

Duration

- Each year of service contract purchased will cover the instrument for a full year from the date of purchase.

Coverage

- Full coverage for parts, labor, shipping and travel in event of repair.
- The use of a loaner instrument while repairs are made.*
- Major version software upgrades worth over \$20,000 per upgrade.
- Unlimited email and voice technical support.
- One preventative maintenance visit per year.

A multi-instrument discount is also available to qualified customers.

* The loaner program is an iQue® innovation designed to reduce downtime to the absolute minimum. If an iQue3® were to need a cytometer repair the detector engine in your iQue3® would be sent to one of our repair depots and a loaner would be installed in the meantime to keep you up and running.

For more information, visit www.sartorius.com/iQue



Avoid Out of Warranty Costs

It adds up! If your system were to experience laser failure, here's a general estimate of what a time and materials repair would cost.*

- \$4,500 On-site service travel and labor costs
- \$15,000 Replacement laser parts
- \$19,500 Total

* Prices rounded and subject to change

Preventative Maintenance Program

As a supplement to our Service Contract Program, we offer a Preventative Maintenance (PM) program. These are one-day on-site visits scheduled in advance at your convenience.

Travel is included as well as the cost of any small parts that are replaced. One PM visit per year is included in the Service Contract and additional visits can be purchased.

Out of Warranty Repair Program

While we recommend service contract coverage for all our customers, we understand that this is not always possible. Customers who are not covered by a service contract can still access our expert level troubleshooting and repair services on a time-and-materials, per job basis. Be aware that our

base rate for a field service visit is \$4,415 in North America plus the applicable zone fee, parts, and shipping. For a return to depot service, the cost is \$250/hour (minimum 8 hours) in North America plus parts and shipping.

Worldwide Locations and Global Hotline

We provide Hotline Technical Support by phone. In addition, we have service centers with repair depots in three continents and expert level Field Service Engineers across the globe.

For a service contract quote, please contact your local iQue® sales representative or fill out the contact form at: www.intellicyt.com/contact/



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