

# Service & Support Agreement

BioPAT® MFCS/win



## Benefits

- Efficient technical support and troubleshooting
- Quick response time
- Reliable system performance

## Product Information

Our Service & Support Agreement ensures the most efficient performance of your BioPAT® MFCS/win software and offers the highest level of protection for your critical process equipment.

# Your Service & Support Agreement Includes All of the Following

- Direct access to our Service Team for Troubleshooting
- Fixed response time<sup>1</sup>
- Remote desktop assistance<sup>2</sup>
- Competent consulting with regard to future installation projects

## Reaction Time Commitment

Technical help-desk response within the next business day<sup>1</sup> and priority on-site support.

## On site repair

Labor costs repair – 10% Discount

Travel costs repair – 10% Discount

## Your direct link to our Service Team

[Enter Applicable Service Contact](#)


<sup>1</sup> Business days: Mon-Fri (8 a.m. – 5 p.m.) excluding holidays, support in English language.

<sup>2</sup> Please note the support service is limited to 10 hours per year

The provisions of this Service Data Sheet shall prevail over the Terms and Conditions in the event of any divergences between the two documents.

## Germany

Sartorius Stedim Systems GmbH  
Robert-Bosch-Straße 5-7  
34302 Guxhagen  
Phone +49 5665 4070

 For further contacts, visit  
[www.sartorius.com](http://www.sartorius.com)