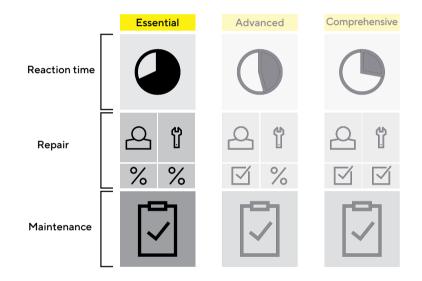
SARTURIUS

Service Level Agreement: Essential

Your Scheduled Annual Maintenance



Benefits

- Covers your recurring maintenance intervals
- Increases your system reliability
- Reduces service costs
- Provides priority reaction time

Service Information

Our ESSENTIAL Service Level Agreement¹ protects your Sartorius equipment with a regular maintenance plan according to your risk assessment and requirements. Secure the high stability of your equipment over the entire system lifecycle with our scheduled annual maintenance.

Preventative Maintenance - Fully Covered:

- Labor costs
 - (include performance verification and software updates² as well as the system check according to the Sartorius maintenance protocol)
- Travel costs
- Preventative Maintenance wear parts

The maintenance scope for your specific equipment is defined in the corresponding equipment preventative maintenance data sheet.

Interested? Just get in touch with us for a free service consultation. You will find all important information on our website at www.sartorius.com/service.

Reaction Time Commitment:

Technical help-desk response within the next business day³ and priority on-site response

Repair(s):

- 10% discount on charged labor time Labor cost repair Travel cost repair - 10% discount on charged travel

time charges

Material costs repair⁴

- 10% discount off spare part list

prices charged

- ¹ Availability may vary per country and equipment
- ² Can vary depending on the equipment
- Business days: Mon-Fri (8 a.m. 5 p.m.) excluding holidays, local support in local language
- ⁴ Exception: customized parts will be invoiced separately for the full list price.

Germany

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For further contacts, visit www.sartorius.com