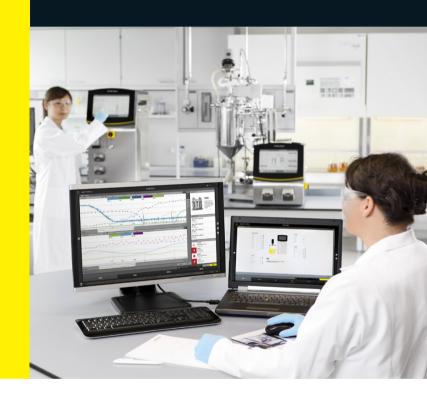
SARTURIUS

Service & Support Agreement

BioPAT® DCU OPC Server.NET



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® DCU OPC Server.NET and offers secure and reliable connectivity of Biostat® DCU 4 to third party software.

Your Service & Support Agreement Includes All of the Following

- Direct access to our Service Team for Troubleshooting
- Fixed response time¹
- Remote desktop assistance²

Reaction Time Commitment

Technical help-desk response within the next business day¹ 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

mfcs.service@sartorius.com

- 5 hr for 1–4 Systems
- 10 hr for 5 10 Systems
- 15 hr for >10 Systems

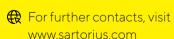
The provisions of this Service Data Sheet shall prevail over the Terms and Conditions in the event of any divergences between the two documents.

Germany

Sartorius Stedim Biotech GmbH August-Spindler-Strasse 11 37079 Goettingen Phone +49 551 308 0

USA

Sartorius Stedim North America Inc. 565 Johnson Avenue Bohemia, NY 11716 Toll-Free +1 800 635 2906 ext. 8927 BPS.Service.NA@Sartorius.com https://sartorius-na-bps.bluefolder.com/portal/



 $^{^{\}rm 1}$ Business days: Mon-Fri (8 a.m. – 5 p.m.) excluding holidays, support in English language.

² Please note the support service is limited per year: