

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

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:

- 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.

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