Covaris®

Instrument Service Plans
Focused-ultrasonicator Support Services
Covaris Service Plan Comparison
The service plans provide you with trusted service by our highly-trained field service engineers for rapid response solutions.

**Services Included with your Service Plan:**
Coverage for Covaris 220 & 230 version instruments (includes Laptop and Water Conditioning System (WCS) where applicable): S-Series, M-Series, ME-Series, E-Series, LE-plus, and R-Series. Includes all on-site preventative maintenance, software upgrades, emergency service, technical support, parts, labor, and all travel-related expenses (if required).

- **Preventative Maintenance (PM):** Annual preventative maintenance inspections will be performed by a Covaris-certified field service engineer to ensure that the equipment meets or exceeds all manufacturer’s technical performance specifications. Preventative maintenance includes, but is not limited to, a full system inspection, diagnostics and system evaluation, cleaning, calibration, and installation of software upgrades.

- **Water Conditioning System (WCS):** Under all plans, WCS units will be serviced onsite.

- **Software Updates:** The software that is shipped with the equipment is considered fully operational according to the defined specifications. Any enhancements to the software will be addressed in timely releases of software updates at no additional cost to the customer.

- **Parts Replacement:** Replacement parts are provided on a priority basis. All costs for parts replacement (not including accessories and consumables) are included in this plan.

- **Repair Fees:** All repair fees, including times for diagnosis, repair, and testing, are included in this plan.

- **Travel Fees:** If Covaris personnel are required to perform any on-site repair, all travel expenses are included within the service contract coverage.

- **Shipping Fees:** Expedited shipping charges are included for all instruments covered by the service plan.
  - Customers under a service agreement will receive priority service. Customers not under a service agreement may be scheduled out as much as 2 weeks for repairs and 6 weeks for preventative maintenance.
Support and Technical Assistance

Tech Support: Ongoing assistance with the operation or application of the equipment and/or troubleshooting is provided via:

- **Telephone:**
  - US & APAC: +1 781.932.3959, during the hours of 8:30 a.m. to 5:00 p.m. (EST), Monday through Friday
  - EU: +44 (0)845 872 0100, during the hours of 9:00 a.m. to 5:00 p.m. (GMT), Monday through Friday

- **E-mail:**
  - Service and Instrumentation: techsupport@covaris.com or eutechsupport@covaris.com
  - Applications: applicationsupport@covaris.com
  - US Customer Service: customerservice@covaris.com
  - EU/UK Customer Service: emeacustomerservice@covaris.com
  - APAC Customer Service: APACcustomerservice.com

A reinstatement fee will be applicable if renewal dates are changed resulting in lapse in coverage of 3 months or longer. Any instrument out of service for two or more years requires a PM, any necessary repairs, and all additional costs at customer expense prior to the instrument being eligible for a service plan.