

The Gold Plus Service Plan (“Plan”) provides pricing security for the repair of any covered incident. Customers using this plan have the Field Replaceable Parts coverage of the Silver Plus Plan as well as free-of-charge factory repair for more intractable problems. Not only do we repair your system, we also run it through a full suite of factory tests to ensure it is fully operational before sending it back to you.

Customers benefit from streamlined delivery of parts for on-site repairs and an efficient factory repair schedule as no repair approvals will be required for instruments covered under this Plan.

Services Covered and Product Eligibility

This Plan is subject to the Picarro Service Plan Terms and Conditions and any applicable end-user license agreements (documents are available upon request).

The Gold Plus Service Plan may be purchased for all 2000 series, 4000 series, 5000 series (G2000, L2000, G4000, G5000) instruments and all peripheral devices purchased from Picarro in conjunction with instruments. Instruments that were previously purchased may be subject to an initial health check by Picarro prior to activation of a Gold Plus Service Plan.

The Plan also offers a discount on Consumables (Consumables list is available upon request) which the customer may purchase from Picarro for continued proper functioning of the instrument.

Each Gold Plus Plan is sold with respect to a specific Picarro product based upon the serial number of the instrument and is non-transferable.

Purchase orders should reference product serial numbers and the contact information of the Customer. Picarro will contact the Customer to activate the Plan.

The Plan is available throughout the life of the instrument until the End of Guaranteed Service and Support date (EGSS) of the specific product model which will be communicated to the Customer 12 months prior. EGSS is the date after which we are no longer guaranteed to supply every board, component or replacement part required for repairs and after which, by necessity, all repairs become best effort (this is usually some years after the product has been removed from sale).

The Plan can be renewed annually by contacting your regional account manager or Picarro service representative up to 30 days prior to the expiration of the existing Plan. No additional steps are required if coverage continues without interruption. If a plan has lapsed for more than 30 days, Picarro technical service will perform a Health Check prior to Plan activation to verify that the instrument performance is up to specifications.

Services under this plan are delivered from Picarro headquarters in Santa Clara, CA between the hours of 9:00 AM and 5:00 PM Pacific Standard Time. All support is provided in English.

Picarro reserves the right to charge the Customer for services that the Customer requests for products or parts not covered under a Plan. Repairs required due to damage, abuse, misuse, third party product(s), natural or personal disaster including power surge or failure, any unauthorized disassembly, repair or modification, or any failure to maintain and use the products in a manner inconsistent with their intended purpose are excluded from the Gold Plus Service Plan.

Customer Responsibilities

The Customer is required to confirm the instrument serial number during any interaction with our technical support group and that a working and reliable internet connection is established to allow Picarro to perform remote diagnostic services.

The Customer is required to appoint a primary point of contact within Picarro to oversee communication between Picarro's technical support group and the Customer in order to assist in resolving technical failure.

This Plan requires that the Customer install field replaceable parts that Picarro determines to be required to repair the instrument. Picarro will provide guidance and instructions for such repairs.

Plan pricing and details

Service Plan	Details		
Short Description	Gold+ Series Annual Service Contract, One-year, per Analyzer		
Long Description	Annual Service Contract that covers Field-Replaceable Units (FRUs) and Factory Repair. This package is ideal for complete hardware and software diagnostics and repair. For specified G/L2000, G4000 and G5000 analyzers. Includes: <ul style="list-style-type: none"> • Free factory repair as needed for covered repairs of the instrument • FRUs as needed for the repair of the instrument • Priority Case Management • Discounted consumables • Community: Access to online forum 		
Annual Deductible	For complex systems (like CM-CRDS and G5000), applies to factory repairs		
Discounts	These discounts can be combined:		
	Consumables – 10%	Multi-year discount (need to be purchased up-front, prior to activation for multi-year coverage) 2-3 Years @ 10% 4-5 Years @ 20%	Multi-system discount: 3-4 @ 10% 5-9 @ 20% 10 and above @25%