

The Silver Plus Service Plan (“Plan”) provides the benefit of free Field-Replaceable Units (FRUs) for a year. We will ship any parts that the technical support group determines are necessary for a repair and can be replaced by the Customer in their lab. Customers will benefit from streamlined delivery of parts and factory instructions required to perform the repair.

The Plan is available to Picarro Customers to support performance of basic repairs to their instruments.

Services Covered and Product Eligibility

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

The Silver 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 Silver 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 Silver 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 in order 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 Customer at least 12 months prior. EGSS is the date after which Picarro is no longer guaranteed to supply every board, component or replacement part required for repairs and after which, by necessity, all repairs become best efforts (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 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.

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	Silver Plus Series Annual Service Contract, One-year, per Analyzer		
Long Description	Annual Service Contract that provides Field-Replaceable Units (FRUs). This package provides free FRUs for a year. For specified G/L2000, G4000 and G5000 analyzers. Includes: <ul style="list-style-type: none"> • FRUs as needed for repair of the instrument • Priority Case Management • Discounted consumables • Community: Access to online forum 		
Discounts	These discounts can be combined:		
	Consumables – 5% Factory Repair - 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%