

COMMERCIAL SERVICE PLAN OVERVIEW

The Commercial Service Plan ("CS Plan") provides annual coverage for applicable Picarro analyzers as set forth in the applicable Picarro quotation and product-specific plan designation. Coverage includes platform updates subject to compatibility, complete system maintenance and support, preventive maintenance, repairs and parts coverage, same-business-day support access, remote training, and access to the Loaner Analyzer Program subject to availability, eligibility, and applicable terms and conditions.

Commercial Service Plan (W3203) Benefits:



Remote Diagnostics and Support

- Same-business-day response time
- Phone, email, and AI support chat
- Remote diagnostics and support included



Factory Service and Repair

- Covered for approved RMAs, subject to applicable restrictions
- Field replaceable parts included
- Factory repair and parts coverage provided in accordance with the applicable quotation and terms and conditions



Maintenance Support

- Annual maintenance kit included
- Remote Health Check (S2083) included once per year, upon customer request
- Yearly on-site visit for preventive maintenance and validation of the analyzer, upon customer request; six weeks' advance scheduling required
- Includes IQ/PQ analyzer validation for PI2114 and PI2124 analyzers



Loaner Instruments

- Included subject to availability and eligibility restrictions; refer to the applicable terms and conditions for dispatch timing



Software Updates

- Software updates included, subject to compatibility
- Operating system upgrade included, subject to compatibility and successful health check



Remote Training

- Available up to twice per year, upon customer request; six weeks' advance scheduling required

Services Covered and Product Eligibility

The CS 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 CS Plan applies to PI2124, L2130-*i*, and G2131-*i* analyzers under plan designation W3203. Existing instruments may be subject to an initial health check by Picarro prior to activation of the CS Plan, and platform updates are included only where compatible.

Each CS Plan is applicable only to a specific Picarro product based on the serial number of the instrument and is non-transferable.

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

The CS Plan includes system maintenance and support once per year upon customer request. Maintenance visits and remote training require six weeks' advance scheduling.

The CS Plan can be purchased throughout the life of the instrument until the End of Guaranteed Service and Support date (EGSS) of the specific product model. 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. The EGSS date is usually 7 years after the invoice date. Picarro will notify the Customer of the product's EGSS date at least 12 months prior to the date.

The CS Plan can be renewed annually by choosing an auto-renewal option at the time of purchase, or by contacting your regional account manager or Picarro service representative up to 30 days prior to the expiration of the existing CS 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 CS Plan re-activation to verify that instrument performance is up to specifications. The customer must pay for the health check and all repairs Picarro technical service determines are necessary to restore instrument performance. 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 consistent with their intended purpose are excluded from the CS 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 schedule on-site maintenance visits and remote training with Picarro customer support at least six weeks in advance.

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

This CS 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.