

COMMERCIAL SERVICE PLAN OVERVIEW

The Commercial Service Plan ("CS Plan") ensures maximum uptime. This annual plan includes a yearly visit from a Picarro-certified technician to perform maintenance, and a complimentary loaner instrument is provided when needed. It also includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, free factory repairs and Field Replaceable Parts that Picarro technical service determines are necessary to restore the functionality of the instrument, and remote training twice per year.

Commercial Service Plan Benefits:



Remote Diagnostics and Support

- Free remote diagnostics and remote repair support
- Free, necessary Field-Replaceable Parts (FRPs) and shipping
- Clear, detailed factory instructions required to perform the repair



Extended Warranty

- Free FRPs and factory repair for more intractable problems
- Comprehensive factory testing to ensure product is fully operational before being returned
- Timely delivery of parts for on-site repairs, and priority status for factory repair of instruments covered under the CS Plan



Maintenance Support

- Complimentary remote refresher training (2 hours) up to twice a year
- Free, yearly visit from a Picarro-certified technician to perform maintenance, validation, and calibrations, as well as provide a maintenance validation certificate



Loaner instruments

- A replacement instrument will be provided while the covered instrument is at the factory for repair



Software Updates

- Access to applicable software updates, upgrades, new software features, and data analysis software



Picarro Community

- Free membership and access to the Picarro Community and online forum

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 may be purchased for all new and existing 2000 series, 4000 series (G2000, L2000, G4000), and PI2114 instruments and all peripheral devices purchased from Picarro in conjunction with instruments. Existing instruments may be subject to an initial health check by Picarro prior to activation of the CS Plan.

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 also offers a free, yearly maintenance service visit, which the customer should schedule with Picarro customer support at least 90 days in advance.

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 a few years after the product is no longer being sold. Picarro will notify the Customer of the product's EGSS date at least 12 months prior to the date. Please note that there is an analyzer age limitation of 5 years to qualify for the CS Plan.

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 an on-site maintenance visit with Picarro customer support at least 90 days 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.