

ESSENTIAL SERVICE PLAN OVERVIEW

The Essential Service Plan ("ES Plan") is for those who prefer to maintain their instruments themselves. This annual plan includes a yearly maintenance kit, remote support for diagnostics and repair, software updates, plus discounts on factory repairs and Field Replaceable Parts.

Essential Service Plan Benefits:



Remote Diagnostics and Support

- Free remote diagnostics and remote repair support
- 50% discount and free shipping for necessary Field-Replaceable Parts (FRPs)
- Clear, detailed factory instructions required to perform the repair



Factory Service and Repair

- 10-20% discount on factory service and repairs



Maintenance Support

- Free, yearly maintenance kit with filters and fans



Software Updates

- Access to applicable software updates and data analysis software (excludes new software features)



Picarro Community

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

Services Covered and Product Eligibility

The ES 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 ES Plan may be purchased for all new and existing 2000 series, 4000 series, 5000 series (G2000, L2000, G4000, G5000), 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 ES Plan.

FRP discounts apply only on parts that the Picarro technical support group determines are necessary to restore the functionality of the covered instrument, and that can be replaced by the Customer on-site.

The ES Plan also offers a free, yearly maintenance kit to ensure continued proper functioning of the instrument. Maintenance Kits will be shipped directly to the Customer.

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

The ES 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 7 years to qualify for the ES Plan.

The ES 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 ES 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 ES 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 the ES 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 ES Plan.

Customer Responsibilities

The Customer is required to provide the instrument serial number during any interaction with our technical service group. A working and reliable internet connection must be established to allow Picarro to perform remote diagnostic services.

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

The customer is required to maintain the instrument according to Picarro's recommendations and to use the maintenance kit provided through the ES Plan.

This ES Plan requires that the Customer install Field Replaceable Parts that Picarro determines to be necessary to repair the instrument. Picarro will provide guidance and instructions for such repairs.