

## PREMIUM SERVICE PLAN OVERVIEW

The Premium Service Plan ("PS Plan") eliminates unexpected repair costs. This annual plan includes remote support for diagnostics and repair, software updates, plus free factory repairs and Field Replaceable Parts that Picarro technical service determines are necessary to restore the functionality of the instrument and that can be replaced by the Customer on-site.

### Premium 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 PS Plan



#### Maintenance Support

- Complimentary remote refresher training (2-hours) once per year



#### Picarro Community

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

### Services Covered and Product Eligibility

The PS 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 PS Plan may be purchased for all new and existing G5000 series 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 PS Plan.

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

The PS 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 PS Plan.

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The PS 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 PS 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 PS 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 PS 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 PS 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 and follow Picarro's recommendations.

The PS 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.