

PREMIUM SERVICE PLAN OVERVIEW

The Premium Service (PS) Plan provides annual coverage per analyzer for eligible Picarro products. In addition to basic telephone and email support, remote diagnostics, and remote repair support, this plan includes field replaceable parts coverage, a yearly maintenance kit, factory repair, approved RMA shipping, software updates, operating system upgrade support, an annual remote health check, and one annual refresher remote training session, all subject to compatibility, eligibility, customer request, and applicable terms and conditions.

Premium Service Plan (W3202) Benefits:



Remote Diagnostics and Support

- Up to one business day response time
- Phone, email, and AI support chat
- Remote diagnostics and remote repair support included



Factory Service and Repair

- Factory repair included for eligible analyzers
- Field replaceable parts included; FRP list available upon request
- RMA shipping covered for approved RMAs, subject to applicable restrictions



Maintenance Support

- Annual maintenance kit included
- Remote Health Check (S2083) included once per year, upon customer request



Software Updates

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



Remote Training

- Refresher remote training session once per year, upon customer request; six weeks' advance scheduling required

Services Covered and Product Eligibility

The PS Plan is subject to the applicable Picarro Service and Support Terms and Conditions, product documentation, and end-user license agreements. See the applicable data sheet for complete terms and conditions.

The PS Plan applies under plan designation W3202 to all eligible current analyzers, excluding PI5310 and PI5131-*i* (which are covered under the Premium-PI5000 plan).

The PS Plan is purchased per year, per analyzer, and applies only to eligible products identified by serial number. Field replaceable parts are included under the plan; the applicable FRP list is available upon request.

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 plan includes one yearly maintenance kit, one remote health check per year upon customer request, and one refresher remote training session per year upon customer request. Software updates and operating system upgrades are provided subject to compatibility, and operating system upgrades require a successful health check.

The PS Plan is not available for products in the End of Guaranteed Service and Support phase. Products approaching or beyond the End of Guaranteed Service and Support date may be limited to best-efforts support, depending on parts availability and applicable service policies.

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 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 PS 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 to oversee communication between Picarro's technical service group and the Customer, and to assist in resolving technical failure.

The Customer is responsible for requesting the annual remote health check and refresher remote training session, maintaining a working and reliable internet connection for remote services, and installing field replaceable parts when Picarro determines that customer installation is appropriate. Picarro will provide guidance and instructions for such repairs.