

Automated Cryo Support Plans



Azenta Life Sciences products are designed and tested to suit the workflow demands of our customers. We know that some customers operate our instruments in environments where even the smallest downtime can be costly.

In recognition of this, Azenta Life Sciences offers standard Support Plans to meet your workflow needs. These plans have been structured to offer flexibility so you can choose a package most appropriate to you. There are a range of benefits to offer peace of mind.

Key Benefits

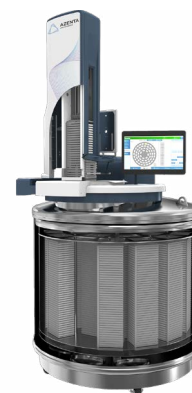
- Mitigate downtime in your workflows
- Direct access to expert technical support
- Confidence in the protection of workflow
- Discounts for multi-year, multi-instrument contracts
- We can also provide tailored service options for customers with a more bespoke requirement

Additional Support Services

- **Training:** improve up-time and increase your team's skill set and efficiency with onsite training classes that cover operations and error recovery
- **Validation Support Services:** ensure compliance requirements are met with Installation Qualification, Operational Qualification, and Process Qualification (IQ-OQ-PQ) of your Azenta Life Sciences equipment
- **Customized Upgrade Solutions:** extend the lifetime of your system with standard or customized upgrade solutions based on your specific equipment configuration
- **Equipment Repair/Refurbishment:** have your device or instrument repaired or refurbished/upgraded at one of our repair sites throughout the world
- **Equipment Relocation:** expert disassembly and re-installation of your system should you need to relocate your system to new premises



BioStore™ -190°C LN2-Based Automated Storage System



BioStore™ -190°C LN2-Based Automated Storage System for Cryo Cassettes



Cryo Store Pico™ -190°C LN2-Based Automated Storage System



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Support Plans

	Standard Warranty	Warranty Plus	Enhanced Warranty	Basic Package	Performance Package	Ultimate Care Package	Premium Care Package
	Year 1			Year 2+			
CORRECTIVE SERVICES							
Unlimited phone & email support	✓	✓	✓	✓	✓	✓	✓
Priority on-site response commitment	Standard response time	Standard response time	3 business days	Standard response time	3 business days	3 business days	3 business days
On-site corrective maintenance	✓	✓	✓		✓	✓	✓
Repair Parts, Labor & Travel Costs					✓	✓	✓
REMOTE DIAGNOSTIC & REPAIR							
Unlimited priority phone & email support	✓	✓	✓	✓	✓	✓	✓
Remote Access Support	✓	✓	✓	✓	✓	✓	✓
Unlimited Software	✓	✓	✓		✓	✓	✓
PREVENTATIVE MAINTENANCE SERVICES							
Pre-scheduled, on-site preventive maintenance (PM) & PM parts kit (1/system/year)		✓	✓	✓	✓	✓	✓
Software & firmware updates during preventive maintenance, as required			✓			✓	✓
Equipment Operating Temperature Verification, 1 per annum			✓			✓	✓
RTD & TEC3000 Verification, per annum			✓ 1x			✓ 1x	✓ 2x
ADDITIONAL SERVICES AVAILABLE FOR PURCHASE							
Loyalty discount on parts & accessories	Not available	10% discount	Included	Not available	Included	Included	Included
Discount of on-site or institute-based training, where applicable	Full charges apply	10% discount	10% discount	Full charges apply	10% discount	10% discount	10% discount
Qualification & calibration services	Full charges apply	Full charges apply	10% discount	Full charges apply	10% discount	10% discount	10% discount