

Automated Storage Support Plans

Brooks Life Sciences products are designed and tested to suit the workflow demands of our customers. We know that some customers operate in environments where even the smallest downtime is costly whilst others operate in environments where some level of downtime can be tolerated.

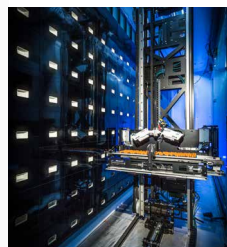
In recognition of this, Brooks Life Sciences offers standard Support Plans to meet your workflow needs. These plans have been structured to offer flexibility so you can choose a package most appropriate to you. There are a range of benefits to offer peace of mind.



KEY BENEFITS

With the protection of samples within your Brooks Life Sciences automated sample store of the highest importance, our Support Plans can help, whatever your needs

- ✔ Corrective services
- ✔ Remote diagnostic & repair
- ✔ Preventative maintenance services
- ✔ Additional services for purchase
- ✔ Mitigate downtime in your workflows
- ✔ Confidence in the protection of workflow
- ✔ Discounts for multi year, multi instrument contracts
- ✔ We can also offer other tailored Support Plans for customers who feel that neither contract meets their needs



Automated
Storage Systems

Cryopreservation &
Cold Chain Solutions

Informatics &
Technical Solutions

Sample Storage,
Lab Services & Transport

Sample Consumables
& Instruments

Learn more – www.brookslifesciences.com
Contact us – www.brookslifesciences.com/contact-us

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SUPPORT PLANS

	Standard Factory Warranty	Warranty Blue	Basic Blue	Performance Blue
	Year 1		Year 2	
Corrective Services				
Unlimited phone & email support	✓	✓	✓	✓
Priority on-site response commitment	Standard response time	Standard response time	Within 48 hours*	Within 48 hours
On-site corrective maintenance	✓	✓	Full charges apply	✓
Remote Diagnostic & Repair				
Unlimited priority phone & email support	✓	✓	✓	✓
Priority remote diagnosis and remote repair, when possible	Standard response time	✓	✓	✓
Remote Access Support	✓	✓	✓	✓
Unlimited SW Support	✓	✓	✓	✓
Preventative Maintenance Services				
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit		✓	✓	✓
Software and firmware updates during preventive maintenance, as required**				✓
Additional Services Available for Purchase				
Loyalty discount on parts	Not available	Not available	10% discount	Included
Discount of on-site or institute-based training, where applicable	Full charges apply	Full charges apply	10% discount	10% discount
Upgrade services	Full charges apply	Full charges apply	5% discount	10% discount
Qualification and calibration services	Full charges apply	Full charges apply	Full charges apply	10% discount

*Guaranteed response time from receipt of PO.

**Upgrades to new versions of software included per applicable order or coverage

FURTHER INFORMATION

For pricing and further information, please contact your local Brooks Life Sciences Representative and visit www.brookslifesciences.com/products/automated-storage-support-plans

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