

Service Plan Agreement Details

Shimadzu Scientific Instruments Pty Ltd Service Plan Agreements are designed to minimise downtime and extend operational life. All customers who are covered under a Service Plan are given priority should a breakdown occur outside the normal preventative maintenance (PM) visits.

IQ/OQ and PQ testing are not covered by any of the service contracts. For pricing on these items please contact your local Shimadzu representative. To provide maximum flexibility in terms of costs and the number of visits and inclusions, three types of plans are offered along with extended warranty and pre-purchased preventative maintenance (PM) service:

- A. Extended Warranty – offered during initial purchase of Instruments
- B. PM Service – Can be purchased at any time for instruments not covered under a Service Plan
- C. Gold Service Plan – Offered after expiry of warranty period**
- D. Platinum Service Plan - Offered after expiry of warranty period**
- E. Platinum Plus Plan - Offered after expiry of warranty period**

Before any standard PM Service or Service Plan Agreement is entered into, the instrument will need to be evaluated, and any repairs necessary will be performed to bring the equipment up to a satisfactory operational condition. Additional charges may apply if the instrument has not been on a service plan in the previous 12 months, or is out of warranty. Computers (PC & Laptop) are not covered by any of the service plans, Shimadzu software is covered along with updates. Shimadzu Scientific Instruments reserves the right not to enter into a service agreement.

A) Extended Warranty

Extended Warranty is a service that is offered by Shimadzu as a complement to the normal 12- month factory backed warranty. Designed to commence at the completion of the normal warranty period to continue your protection in the instrument investment for an additional length of time. Warranty covers any manufacturing defects including hardware and electronic components but does not cover replacement of parts due to wear and tear (consumables spare parts). Damage due to negligence or misuse by user is not covered.

Available only when purchased with new Shimadzu hardware.

B) PM Service

This service provides one (1) preventative maintenance visit per year at your premises within normal office hours. This PM call out is scheduled in advance for a mutually convenient time it covers any incurred labour & travel and consumable spare parts used for the PM.

PM Service Inclusion:

- a. Perform one full instrument PM as per applicable PM program.
- b. Labour and travel for the one PM visit.
- c. Shimadzu consumable spare parts are included for the one PM visit.

Features of this service are:

- Annual PM of instruments.
- Labour, Travel and Shimadzu Consumables spare parts for the one PM visit.

C) Gold Service Plan

This service provides one (1) preventative maintenance visit per year at your premises within normal office hours and unlimited breakdown service calls within normal office hours, as requested. This PM visit is scheduled in advance for a mutually convenient time. It covers any incurred labour & travel and consumable spare parts used for the PM. Breakdown service calls will cover the device(s) for any incurred travel and labour charges (consumable spare parts used in a breakdown service call are not covered).

Gold Service Plan Inclusion:

- a. Perform one full instrument PM as per applicable PM program.
- b. Labour and travel for the one PM visit.
- c. Shimadzu consumable spare parts are only included for the one PM visit.
- d. Labour and travel for break down service calls.
- e. Shimadzu hardware spares are covered for the duration of this plan.

Features of this agreement are:

- Annual PM of instruments
- Shimadzu hardware spare parts
- Labour, travel and Shimadzu consumables spare parts used in the one PM visit
- All travel and labour charges for break-down service calls
- Priority on-site support within 48 hours of service log
- Telephone and Email support
- Customer education discount
- Remote access support available

D) Platinum Service Plan

This service provides one (1) preventative maintenance visit per year at your premises within normal office hours and unlimited breakdown service calls within normal office hours, as requested. This PM visit is scheduled in advance for a mutually convenient time. It covers any incurred labour & travel and consumable spare parts used for the PM. Breakdown service calls will cover the device(s) for any incurred travel & labour charges, all parts used in a breakdown service call are covered under this plan.

Platinum Service Plan Inclusion:

- a. Perform one full instrument PM as per applicable PM program.
- b. Labour and travel for the one PM visit.
- c. Shimadzu consumable spare parts are included for the one PM visit.
- d. Labour and travel for break down service calls.
- e. Shimadzu hardware spares are covered for the duration of this plan.
- f. Shimadzu Consumables spare parts are covered for the duration of this plan*.

* Replacement of consumables spare parts during a break down call out is at the discretion of the service engineer.

Features of this agreement are:

- Annual PM of instruments
- Shimadzu hardware spare parts
- Shimadzu consumable spare parts
- Labour, travel and Shimadzu consumables spare parts used in a PM visit
- All travel and labour charges for break-down service calls
- Priority on-site support within 48 hours of service log
- Telephone and Email support
- Customer education discount
- Remote access support available

E) Platinum Plus Service Plan

The service provides two (2) preventative maintenance visit per year at your premises within normal office hours and unlimited breakdown service calls within normal office hours, as requested. These PM visits are scheduled in advance for a mutually convenient time. It covers any incurred labour & travel and consumable spare parts used for the PM. Breakdown service calls will cover the device(s) for any incurred travel & labour charges, all parts used in a breakdown service call are covered under this plan.

Platinum Plus Service Plan Inclusion:

- a. Perform two full instrument PM as per applicable PM program.
- b. Labour and travel for the two PM visit.
- c. Shimadzu consumable spare parts are included for the two PM visits.
- d. Labour and travel for break down service calls.
- e. Shimadzu hardware spares are covered for the duration of this plan.
- f. Shimadzu Consumables spare parts are covered for the duration of this plan*.

* Replacement of consumables spare parts during a break down call out is at the discretion of the service engineer.

Features of this agreement are:

- Bi-annual PM of instruments (scheduled six months apart)
- Shimadzu hardware spare parts
- Shimadzu consumables spare parts
- Labour, travel and Shimadzu consumables spare parts used in a PM visit
- All travel and labour charges for break-down service calls
- Priority on-site support within 48 hours of service log
- Telephone and Email support
- Customer education discount
- Remote access support available

Definition of Shimadzu Hardware Spare Parts, Shimadzu Consumable Spare Parts and Consumables.

The three levels of service plans offer varying degrees of replacement part inclusions. Below is a definition of items considered as either spare part or consumable spares.

A **Shimadzu Hardware Spare Part** is an item used in a Shimadzu instrument that would normally require a qualified Service Engineer to replace. These items would only need to be replaced when they fail.

e.g. circuit boards, sub-assemblies, mechanical devices etc.

A **Shimadzu Consumable Spare Part** is an item used in a Shimadzu instrument that is expected to have a finite serviceable lifetime under normal usage.

e.g. light sources, plunger seals, catalysts, ferrules, injector inserts etc.

Consumables are items that are expected to be supplied by the client / instrument user and may be used in conjunction with a Shimadzu device. By their very nature of being consumable in the course of normal instrument usage, they are not covered by any of these Service Plans.

e.g. compressed gasses, vials & septa, columns, solvents, sample preparation accessories, paper products, GC liners, syringes, ink and toner cartridges.

A list of Consumable Spare Parts can be found in the parts list of the instrument's relevant Instruction Manual. The list below details by instrument type, items that are typically considered as consumable spare parts.

Shimadzu Consumable Spare Parts

High Performance Liquid Chromatography HPLC/UPLC.

- Pump Plunger Seals
- Check valves
- Valve Rotors
- Needle Seals
- Stainless Steel, Teflon & PEEK tubing
- Pump Wash seals
- Filters either for solvents or in-line
- Detector light sources
- Needles
- Stator

Gas Chromatography

- Flame Igniters
- Gas filters
- Quartz tube in detectors

Environmental & Particle Size Products

- Scrubber cartridges (Halogen)
- CO2 absorber
- Sample Syringes
- Catalyst

Spectrophotometry

- Light & Infra-Red Sources
- Peristaltic tubing

Mass Spectrometry GCMS

- Ion Source Filaments
- Consumables as per base GC unit
- Rotary Pump Oil
- Rotary and Turbo pumps*

Mass Spectrometry LCMS

- Probes ESI and APCI parts
- Consumables as per base LC unit
- Rotary Pump Oil
- Rotary and Turbo pumps*

* Turbomolecular Pumps (TMPs) and Micro-channel Plate (MCP) detectors will be included as an additional benefit for service plans in place before the end of the warranty period or after 3 consecutive years of service plan coverage.

Note. Product training is not covered under any service plan.

GENERAL CONDITIONS of SERVICE PLAN AGREEMENTS

- All visits to customer sites will be undertaken and completed during normal business hours.
- The customer shall not operate the equipment after notification by Shimadzu that a condition exists which constitutes a hazard to the equipment or user, and that condition has not been rectified prior to the further use of the equipment by the client.
- The customer shall not do or omit to do any act, which may be considered prejudicial to the proper functioning or condition of the equipment.
- The customer shall promptly notify Shimadzu of any defect or malfunction in the equipment.
- Service plans do not cover failures or delays in service arising out of, or caused directly or indirectly, by circumstances beyond reasonable control, including without limitation, force majeure, earthquakes, fires, floods, wars, civil or military disturbances, sabotage, epidemics, riots, interruptions, loss or malfunctions of utilities, or communication service, accidents, labour disputes, acts of civil or military authority, or governmental actions.
- This agreement shall remain in force for 12 months (unless otherwise agreed) from the date on which the agreement is accepted and Shimadzu Scientific Instruments reserve the right to cancel at any time a Service Plan and refund the un-used premium.
- The Service Plan is only valid if a Purchase Order and Australian/NZ Business Number have been forwarded.
- Unless otherwise agreed with Shimadzu, the exact date and time of the visit by the engineer is left to the discretion of Shimadzu, but advance notification will be provided.
- Under the terms of this Service Plan Agreement, the preventative maintenance visits are tentatively scheduled for the dates listed on the acceptance certificate. The actual date will be confirmed as the due month approaches.
- If found to be necessary, a planned P.M. visit may be brought forward to coincide with a required repair should it fall in the same month.
- Except to the extent caused by the negligence of Shimadzu and then only in respect of matters notified to Shimadzu by the customer, Shimadzu shall not be liable for any consequential, special or contingent damages which may be claimed to have resulted from any cause whatsoever or from Shimadzu's failure to perform any obligation under this agreement; or failure to perform any of its obligations under this agreement which failure arises from any cause beyond its reasonable control.
- The client undertakes that the device(s) or any part thereof will not be subjected to technical attention by any person other than Shimadzu's authorised representative or be removed from the stated location.
- Except where caused by the negligence of Shimadzu, the client shall indemnify and keep Shimadzu indemnified against any action suits, claims, demands, costs and expenses of whatsoever nature which may be made by third parties caused by or in connection with or arising out of the supply of goods or services pursuant to this agreement or the use of the goods or from any other cause whatsoever and howsoever arising.
- The client shall make available a safe and suitable place where service can be carried out
- Payment is required within 30 days of invoice. This payment may be made in advance for the total of the agreed premium, or where approved, as quarterly instalments throughout the agreement year.
- Costing of each of the *Service Plan* alternatives is based on our long term experience with each of our product ranges and allows for known "mean time between failures" rates and likely failure modes of each piece of equipment.
- All customers will be issued with a "Service Plan Contract Agreement" document that details the type of Service Plan, Equipment and Period Covered. The customer must sign and return this document prior to plan commencement.