
IQ-2000 Service Contract & Support Options Within the Continental United States

All coverage is for a period of one (1) year from acceptance, unless otherwise noted.

PLATINUM COVERAGE

- ✓ Full coverage of all hardware, **including consumables**
- ✓ 1 Emergency visit, including all travel and living expenses
- ✓ 35 hours of combined technical remote support including remote instrument access, if available
- ✓ 1 year spares kit (\$1,750 value)
 - Includes ionizer, fused silica inlet rebuild kit, and o-rings
- ✓ 10% discount on all additional spares purchased while under contract

GOLD COVERAGE

- ✓ Full coverage of all hardware, **including consumables**
- ✓ 35 hours of combined technical remote support including remote instrument access, if available
- ✓ 1 year spares kit (\$1,750 value)
 - Includes ionizer, fused silica inlet rebuild kit, and o-rings
- ✓ 10% discount on all additional spares purchased while under contract

SILVER COVERAGE

- ✓ Full coverage of all hardware, **excluding consumables**
- ✓ 35 hours of combined technical remote support including remote instrument access, if available
- ✓ 10% discount on all additional spares purchased while under contract

BRONZE COVERAGE

- ✓ 35 hours of combined technical remote support including remote instrument access, if available

**Prices are based on Extrel's Standard Business Day
Monday through Friday 8 a.m. to 5 p.m. Eastern Time, excluding Extrel-recognized holidays.**

Please refer to your formal Sales Agreement for complete details. Support may be customized as required, with pricing adjusted accordingly. Services described herein are offered for sale exclusively according to the Extrel CMS General Terms and Conditions of Sale.

Effective January 2018
Prices are subject to change without notice.

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