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## VeraSpec™ System Service Contract & Support Options

### Within the Continental United States

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

#### Factory Upgrade – 2 Years

- ✓ 2-Year Coverage (for 2 years from install date or 30 months from ship date, whichever occurs first)
- ✓ Full coverage of all hardware, **including consumables**
- ✓ 2 Preventative Maintenance visits, including all travel and living expenses
- ✓ 2 Emergency visits, including all travel and living expenses
- ✓ 70 hours of combined technical remote support including remote instrument access, if available
- ✓ 10% discount on all additional spares purchased while under contract  
**(Only available 180 days post shipment or 90 days post startup, whichever occurs first)**

#### Platinum Coverage

- ✓ Full coverage of all hardware, **including consumables**
- ✓ 1 Preventative Maintenance visit, including all travel and living expenses
- ✓ 1 Emergency visit, including all travel and living expenses
- ✓ 35 hours of combined technical remote support including remote instrument access, if available
- ✓ 10% discount on all additional spares purchased while under contract

#### Gold Coverage

- ✓ Full coverage of all hardware, **including consumables**
- ✓ 1 Probe Return to Extrel for full cleaning and replacement of filaments and multiplier
- ✓ Reusable shipping box provided for Probe Return
- ✓ 1 Emergency visits, including all travel and living expenses
- ✓ 35 hours of combined technical remote support including remote instrument access, if available
- ✓ 10% discount on all additional spares purchased while under contract

#### Silver Coverage

- ✓ Full coverage of all hardware, **including consumables**
- ✓ 1 Probe Return to Extrel for full cleaning and replacement of filaments and multiplier
- ✓ Reusable shipping box provided for Probe Return
- ✓ 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

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

#### Factory Training

- ✓ 4-day school with 5<sup>th</sup> day option for an additional fee, conducted at Extrel's facility in Pittsburgh, Pennsylvania
- ✓ Tuition-only charge per student

**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 August 2020  
Prices are subject to change without notice.

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