
MAX QMS System Service Contract & Support Options

Within the Continental United States

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

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
- ✓ QPS Upgrade (for 150-QC systems) offered at 40% discount while under Gold 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 5th day option for an additional fee, conducted at Extrel's facility in Pittsburgh, Pennsylvania
- ✓ Tuition-only charge per student

Hardware coverage options are for 150-QC systems are only available for model year 2015 or newer.
Contact Extrel Representative for model year information pertaining to specific serial numbers.
1-Year Gold Coverage Contract offered at no additional cost with purchase of a QPS upgrade for 150-QC.

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.

Extrel CMS, LLC 575 Epsilon Drive, Suite 2, Pittsburgh, PA 15238-2838 USA