

ORIGINAL INSTRUMENT	0-1 Year	1-2 Years	2-5 Years	5-7 Years	7-10 Years	>10 Years
Warranty options	Standard (included)	Extended (can only be purchased within the first 12 months)	No	No	No	No
Service agreement options	Standard offering applies (all agreement levels available).	Standard offering applies (all agreement levels available).	Standard offering applies (all agreement levels available). <i>Note: if purchasing a Premium Agreement at this stage, a Preventative Maintenance (PM) visit will be needed first to assess the equipment's condition. If the condition of the equipment is acceptable, the cost of the PM visit will be deducted from the cost of the Premium Agreement.</i>	Preventative Agreement: Available Advanced Agreement: Available Premium Agreement: Not available	Preventative Agreement only (Up to and including 9 th Year)	No
Preventative Maintenance Visits	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Reasonable efforts only
Break/Fix requests	For warranty repairs, standard warranty terms and conditions apply (clause 14 in our T&Cs). For other repairs, standard aftersales support policy applies (clause 17 in our T&Cs).	If an extended warranty is in place, standard warranty terms and conditions apply (clause 14 in our T&Cs). For other repairs, standard aftersales support policy applies (clause 17 in our T&Cs).	Standard aftersales support policy applies (clause 17 in our T&Cs).	Standard aftersales support policy applies (clause 17 in our T&Cs).	For instruments still in production, standard aftersales support policy applies (clause 17 in our T&Cs). If the instrument is discontinued, reasonable efforts only.	Reasonable efforts only
Can the system be upgraded?	Yes	Yes	Yes	Yes	We recommend purchasing a new system* A discount will be applied for repeat customers, please contact a sales representative for more information.	No
Maintain supply of parts (instrument still in production)	Yes	Yes	Yes	Yes	Yes (may require alternative parts)	Reasonable efforts only
Maintain supply of parts (instrument discontinued)	Yes	Yes	Yes	Reasonable efforts only	Reasonable efforts only	No
WinISO to LabCONSOL and other software upgrades	Available to purchase	Available to purchase	Available to purchase	Available to purchase	We recommend purchasing a new system* A discount will be applied for repeat customers. Please contact a sales representative for more information.	No

*Where we recommend purchasing a new system, we would like to draw your attention to clause 17B.4 in our [Terms and Conditions](#). We do not offer formal support for hardware over 10 years old.

UPGRADED SYSTEM UPGRADED PARTS ONLY	0-1 Year	1-2 Years	2-5 Years	5-7 Years	7-10 Years	>10 Years
Warranty	Standard (included)	No	No	No	No	No
Service Contracts	Refer to original instrument policy (age taken from original system installation)					
Preventative Maintenance Visits	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Can be purchased at any time	Reasonable efforts only
Break/Fix requests	For warranty repairs, standard warranty terms and conditions apply (clause 14 in our T&Cs). For other repairs, standard aftersales support policy applies (clause 17 in our T&Cs).	Standard aftersales support policy applies (clause 17 in our T&Cs).	Standard aftersales support policy applies (clause 17 in our T&Cs).	Standard aftersales support policy applies (clause 17 in our T&Cs).	For instruments still in production, standard aftersales support policy applies (clause 17 in our T&Cs). If the instrument is discontinued, reasonable efforts only.	Reasonable efforts only
Can the system be upgraded?	Yes	Yes	Yes	Yes	We recommend purchasing a new system* A discount will be applied for repeat customers, please contact a sales representative for more information.	No
Maintain supply of parts (instrument still in production)	Yes	Yes	Yes	Yes	Yes (may require alternative parts)	Reasonable efforts only
Maintain supply of parts (instrument discontinued)	Yes	Yes	Yes	Reasonable efforts only	Reasonable efforts only	No
WinISO to LabCONSOL and other software upgrades	Available to purchase	Available to purchase	Available to purchase	Available to purchase	We recommend purchasing a new system* A discount will be applied for repeat customers, please contact a sales representative for more information.	No

*Where we recommend purchasing a new system, we would like to draw your attention to clause 17B.4 in our [Terms and Conditions](#). We do not offer formal support for hardware over 10 years old.