



ANY QUESTIONS CONTACT PATRICIA CANIGLIA 845-426-6700X215 OR  
E-MAIL PAT@KRATOS.COM

## SERVICE AGREEMENT QUOTATION

Below is a listing of the post warranty service programs offered by Kratos Analytical. If your system is not presently covered by a Kratos service program, (warranty or service contract), a pre-contract inspection is required to determine the status of the system before it can be accepted under a service agreement. If it is found that your system requires repair during this inspection, these repairs will be performed at current service rates. The inspection costs will not be charged to the customer as long as there is no gap between warranty expiration and service contract coverage. Please refer to the attached terms and conditions relevant to all service agreements.

### **SA1 UNLIMITED PARTS & LABOR PLUS**

Provides full coverage for the instrument, its accessories and the data system. This includes unlimited labor hours, unlimited technical telephone support, one preventive maintenance visit, unlimited non-consumable replacement parts, 10% discount on consumable spares purchases and no charge for travel time or expenses (per diem; air fare; hotel; car rental; etc).

**INSTRUMENT: AXIS    PRICE: \$41,500.00**

### **SA2 UNLIMITED PARTS & LABOR**

Provides full coverage for the instrument and its accessories. This includes unlimited labor hours, unlimited technical telephone support, non-consumable replacement parts, 10% discount on consumable spares purchases and no charge for travel time or expenses. *(This agreement excludes the Data System, Pumping stations and Pump Controllers).*

**INSTRUMENT: AXIS    PRICE: \$32,300.00**

### **SA4 LIMITED LABOR/LIMITED PARTS**

This is ideal for the laboratory with experienced operators /in-house technicians. This agreement includes 56 hours of on site service (to be used at the customer's discretion); up to \$7500 in parts (consumable or non-consumable); and technical telephone support. There are no additional charges for travel time or expenses.

**INSTRUMENT: AXIS    PRICE: \$27,000.00**

Post warranty customers who are not enrolled in a service agreement will be charged at standard service rates for on site service and/or technical support. Current service rates are as follows: \$225.00 hr labor and \$150.00 travel plus all travel expenses. Pricing is based on normal business hours and is subject to change without notice.

### **SYSTEM LOCATION-CAL TECH.**

#### **ATTENTION-**

#### **ANY QUESTIONS PLEASE CALL**

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♦Service Agreements which provide parts, will exclude major integral units and consumable spares (with the exception of SA4 Limited Labor/Limited Parts).

♦SA4 Limited Labor/Limited Parts contracts expire upon consumption or for a period not to exceed one year.

♦Parts supplied under service agreement will be provided on an exchange basis and it will be the responsibility of the customer to return faulty units to Kratos within 10 business days (via most economical method). Instruments over 7 years old may experience difficulties with obsolete components. In such cases, Kratos will make every effort to supply equivalent components, however, Kratos cannot guarantee their availability. In the case of unavailable components, the customer may have to purchase upgrades or current designs.

♦Every effort will be made to make all necessary repairs within the laboratory of the customer, however, "return to factory" status may be required to make difficult repairs requiring special labor and tools.

♦A preventive maintenance visit will be automatically included in SA1 upon the request of the customer.

♦Service contract customers are entitled to a 10% discount on all spare parts purchased from Kratos.

♦**All service agreements exclude** isolation transformers; water recirculators; printers, monitors and supplies such as ink, paper, sample holders, etc.

**TERMS AND CONDITIONS:**

♦Contract periods run for a minimum of one year (or upon consumption in SA4 for a maximum of one year). Multi-year contracts can be negotiated upon request at a fixed price.

♦Payment terms, unless otherwise stated within the Kratos quotation, are Net 30 Days of Invoice Date. Kratos reserves the right to suspend services for nonpayment without compensation.

♦Contracts can only be terminated by providing 90 days written notice.

♦During the contract period, the customer will be responsible for routine maintenance and assuring proper laboratory conditions for the performance of the instrument.

♦Damage to the instrument caused by misuse, neglect, or laboratory accidents will **not** be covered by any service agreement.

♦A **pre-contract inspection** will be required for systems not currently covered by any Kratos warranty or service contract (at standard service rates).