

# Service Agreement Plans

Avidity Science Service Plans give you peace of mind that your systems will perform as designed. We are proactive in providing excellent and responsive service to meet your maintenance needs.

Avidity trained and certified technicians are available throughout North America and Europe. Our technicians are specialists at servicing all Avidity equipment and systems. They understand animal facility operations and work to minimize interruptions in your normal daily procedures. Animal safety and the integrity to your study is paramount during our service visit.

Our sophisticated test equipment is calibrated to the National Institute of Standards and Technology (NIST) traceable standards to assure accurate sensor readouts.

We have Service plans with scheduled inspections, calibrations, and maintenance to keep your systems operating at maximum efficiency, to reduce the potential for water disruption.

BASIC PLAN	PREMIUM PLAN
Annual calibration and system maintenance 24 hour, toll-free telephone support Software upgrades discount Defined scope of work; visit schedule Parts can be included	Calibration and system maintenance scheduled a minimum two times per year 24 hour, toll-free telephone support Software upgrades discount Defined scope of work; visit schedule Included: <ul style="list-style-type: none"> <li>- Parts and shipping, time and travel, software upgrades</li> <li>- Emergency service calls with 24 hour response time for critical products</li> </ul>
<b>1 Year Service Agreement</b> Additional labor & parts discounted Software upgrades discounted	<b>1 Year Service Agreement</b> Additional labor & parts discounted Software upgrades discounted
<b>3-5 Year Service Agreement</b> Maximum labor & parts discounted Software upgrades discounted	<b>3-5 Year Service Agreement</b> Maximum labor & parts discounted Software upgrades discounted

## Service Agreement Benefits

**Expert technical expertise.** You'll have access to the people who know our technology best and who have a vested interest in your success.

**Priority response.** You receive priority over warranty customers or those without a service agreement, reducing downtime.

**Fixed support cost.** No guessing games when forecasting your budget for maintenance services. Paying for services on an incremental basis may be more expensive for you over time; our bundled services are more economical.

**Convenience.** The administrative paperwork is taken care of up front which means you've avoided delays in establishing a payment vehicle with each service call.

**Safeguards your investment.** Ongoing, comprehensive support coverage helps to prolong and protect your valuable investment.

### **What are the benefits of an Avidity Science service agreement versus emergency call-in service?**

There are several major benefits of an Avidity Service Agreement over emergency call-in service where you would pay full costs after a problem arises. These benefits include:

- Lower total cost of ownership
- Less decline of equipment
- Increased equipment lifespan
- Study integrity
- Animal safety

### **My system is out of warranty-how do I arrange for a service contract?**

Your Avidity Science Sales Representative can assist you in obtaining a service contract for any Avidity system.

**What else does Avidity Science offer in addition to service contracts?** In addition to service contracts, Avidity offers training services for your facility so that you are properly trained on your equipment. Avidity also has Validation Services and tools to assist you in either achieving or maintaining Good Laboratory Practice (GLP) compliance with your systems.



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Our Quality Management System is Certified to ISO 9001