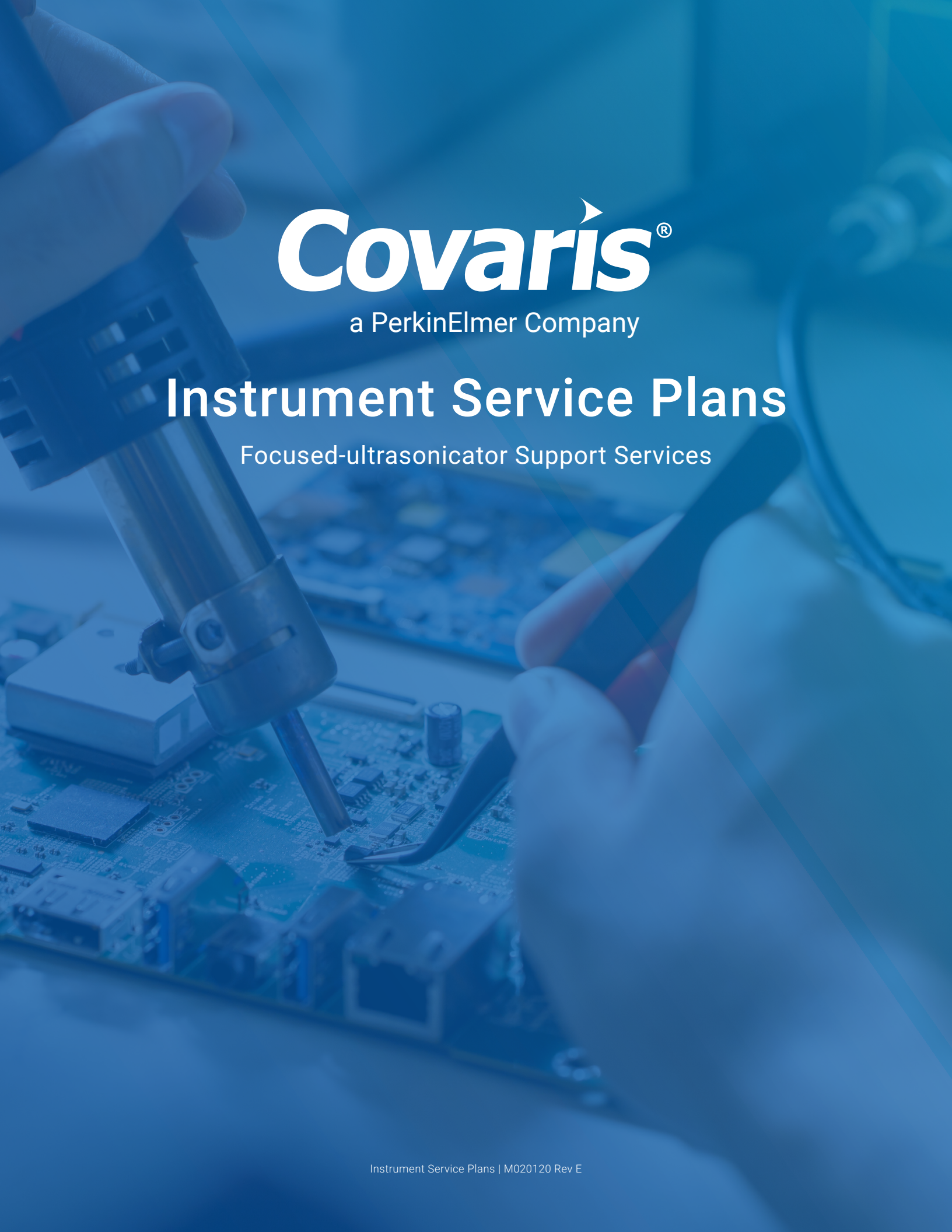




Covaris®

a PerkinElmer Company

Instrument Service Plans

Focused-ultrasonicator Support Services

Covaris Service Plans

Covaris is committed to maximizing the performance and longevity of your instruments with our comprehensive service plans for all Focused-ultrasonicator Instruments and the CP02 cryoPREP Dry Pulverizer. To keep your equipment operating at peak efficiency, we highly recommend our Annual Preventative Maintenance (PM) service, which includes expert cleaning, precise adjustments, and any required validations to ensure optimal functionality. Choose from our **Bronze**, **Silver**, or **Gold** service plans, each providing 12 months of dedicated support, proactive maintenance, and the assurance that your Covaris Instruments will continue to deliver exceptional results. With Covaris, you gain more than just service—you gain peace of mind, reliability, and peak performance.

BRONZE

Essential Maintenance at the Best Value

- ✓ **Cost-Effective Protection**
A budget-friendly maintenance solution ensuring instrument reliability
- ✓ **Ideal for Low-Throughput Labs**
Perfect for facilities with moderate usage needs
- ✓ **Remote Expert Guidance**
Customers perform basic diagnostics & part replacements via phone or email
- ✓ **Preventive Maintenance***
1-year Preventative Maintenance (PM) service, which includes expert cleaning, precise adjustments, and any required validations to ensure optimal functionality

*Year one service upgrade includes a 6-month wellness check

SILVER

Enhanced Support for High-Performance Labs

- ✓ **Expedited On-Site Assistance**
Guaranteed service response within 2 business days to minimize downtime
- ✓ **Optimized for High-Throughput Environments**
Designed for labs operating multiple Covaris instruments
- ✓ **Guided Diagnostics**
Customers receive step-by-step troubleshooting support from Covaris experts via phone or email
- ✓ **Priority Service Access**
Faster resolution and enhanced response times for critical issues
- ✓ **Preventive Maintenance***
Bi-Annual Preventative Maintenance (PM) service, which includes expert cleaning, precise adjustments, and any required validations to ensure optimal functionality

*Year one service upgrade includes a 6-month PM

GOLD

Premier Service for Maximum Uptime

- ✓ **Rapid Response for Uninterrupted Workflow**
Fastest turnaround time to ensure seamless lab operations
- ✓ **Same-Day Priority Scheduling**
On-site support within 1 business day for the quickest issue resolution
- ✓ **Tailored for Regulated & High-Stakes Labs**
Ideal for laboratories requiring consistent instrument performance without redundancy
- ✓ **Expert-Led Troubleshooting**
Customers receive immediate, high-level support for proactive issue resolution via phone or email
- ✓ **Elite Priority Service**
Top-tier support for maximum efficiency and operational confidence
- ✓ **Preventive Maintenance***
Bi-Annual Preventative Maintenance (PM) service, which includes expert cleaning, precise adjustments, and any required validations to ensure optimal functionality

*Year one service upgrade includes a 6-month PM

Services Included:

- **Service Coverage:** Applicable to Covaris R-Series, S, ME, M, ML, E, L-Series, and Flow System Instruments, including the laptop computer and Water Conditioning System (WCS).
- **Preventative Maintenance (PM):** Preventative maintenance inspections will be performed by a Covaris-certified field service engineer to ensure that the equipment meets or exceeds all manufacturer's technical performance specifications. Preventative maintenance includes, but is not limited to, a full system inspection, diagnostics and system evaluation, cleaning, calibration, and installation of software upgrades.

Year One Enhancements: More Frequent Preventative Maintenance

- **Bronze Plan:**
 - 6-Month Wellness Check
 - Comprehensive System Verification: Assessment of temperature regulation, fluid levels, transducer alignment, and degas functionality as needed.
 - New User Guidance, Refresher Training: Expert-led session on user maintenance best practices & application tips as needed.
- **Silver & Gold Plans:**
 - 6-Month Preventative Maintenance (PM)
 - Includes essential system cleaning, precision adjustments, and performance verification.
 - New User Guidance & Refresher Training: Reinforces maintenance best practices and supports optimal application use.

Ongoing Support: Years 2 and Beyond

All plans continue to offer the trusted on-site service and technical support that Covaris is known for.

- **Bronze Plan:** Now includes one (1) Annual Preventative Maintenance.
- **Silver & Gold Plans:** Continue with two (2) Bi-Annual Preventative Maintenance visits.

Water Conditioning System (WCS)

Under all plans, WCS units will be serviced on-site.

Software Updates

The software that is shipped with the equipment is considered fully operational according to the defined specifications. Any enhancements to the software will be addressed in timely releases of software updates at no additional cost to the customer.

Parts Replacement

Replacement parts are provided on a priority basis. All costs for parts replacement (not including accessories and consumables) are included in this plan.

Repair Fees

All repair fees, including times for diagnosis, repair, and testing, are included in this plan.

Travel Fees

If Covaris personnel are required to perform any on-site repair, all travel expenses are included within the service contract coverage.

Shipping Fees

Expedited shipping charges are included for all instruments covered by the service plan.

- Customers under a service agreement will receive priority service. Customers not under a service agreement may be scheduled out as much as 2 weeks for repairs and 6 weeks for preventative maintenance.

Support and Technical Assistance

Tech Support: Ongoing assistance with the operation or application of the equipment and/or troubleshooting is provided via:

- **Telephone:**
 - US & APAC: +1 781.932.3959, during the hours of 8:30 a.m. to 5:00 p.m. (EST), Monday through Friday
 - EU: +44 (0) 845 872 0100, during the hours of 9:00 a.m. to 5:00 p.m. (GMT), Monday through Friday
- **E-mail:**
 - US Customer Service: customerservice@covaris.com
 - EU/UK Customer Service: emeacustomerservice@covaris.com
 - APAC Customer Service: APACcustomerservice@covaris.com
 - Service and Instrumentation: techsupport@covaris.com
 - Applications: applicationsupport@covaris.com

A reinstatement fee will be applicable if renewal dates are changed resulting in lapse in coverage of 3 months or longer. Any instrument out of service for two or more years requires a PM, any necessary repairs, and all additional costs at customer expense prior to the instrument being eligible for a service plan.



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