



AVENIO Edge System Service Plan Options

Roche offers comprehensive after warranty support options tailored specifically for the AVENIO Edge System. Our experienced service engineers and application scientists are trained to keep the system performance and operation optimized. There are two simple service plan options to choose from:

Service Plan Features	Classic Service Plan	Premium Service Plan
Unlimited service visits Monday through Friday from 8:00 a.m. to 5:00 p.m. (local time), excluding Roche holidays	✓	✓
Emergency service visits on Saturday, Sunday and Roche holidays from 8:00 a.m. to 5:00 p.m. (local time)		✓
Response for emergency repairs within 48 hours of request Monday through Friday, excluding Roche holidays	✓	✓
Response for emergency repairs within 48 hours of request on weekends and Roche holidays		✓
Priority field service response and support	✓	✓
All necessary warranted repairs – labor, travel, and certified parts	✓	✓
Annual preventive maintenance including pipetting calibration – labor, travel, and preventive maintenance kit	✓	✓
Remote technical support – system, software, and sequencing applications support	✓	✓
Remote access connectivity for troubleshooting and monitoring	✓	✓
On-site operator training if requested – 1 training per site per year, 2 trainees per visit	✓	✓
On-site application support for troubleshooting and automated protocol implementation	✓	✓

Service coverage specifically excludes failures due to operator errors, lack of operator maintenance, abnormal or unapproved uses, and acts of third parties, faulty electrical connections, fluctuations or failures in air conditioning, water quality specifications, heating or cooling systems and electrical power failures, dust, dirt, liquids, computer viruses, force majeure conditions, or other causes beyond Roche's reasonable control. To the extent Customer requests that Roche provide repairs excluded from Service coverage, additional costs will apply. Services exclude any device used or associated with the Equipment which was not part of the Equipment as originally manufactured (e.g., external computers, external water supply, external uninterruptible power supply and external line conditioners). Roche may modify the Equipment in order to improve its use and reliability. Modifications required to meet use or reliability specifications will be performed as part of the warranty or the Services. If a Schedule provides for an allowance to acquire a product or service from a third party, Customer will be solely responsible for selecting the vendor and for any validation relating to that product or service.

Please refer to the standard Roche Service Terms and Conditions for additional detail that is not covered on this summary sheet.

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