



Octet Annual Service Contracts

Ensure Priority Access to World-Class Service and Support

Octet® service contracts are not just for repair services. They help keep your Octet system in top condition, and provide you priority access to our global network of Technical Support, Field Applications, Product Support, and Field Service Engineers. We are dedicated to helping you succeed, and to providing rapid solutions to your problems. Our Service Contract customers enjoy:

- Maximum system up-time and performance
- Control over service and maintenance costs
- Priority service responses



SERVICE CONTRACT FEATURES

Octet Service Contracts Provide:

- Priority service: Contract customers are given precedence in the case of conflicting service requests
- Technical support response within 24 hours
- Expedited on-site response times
- Access to a global network of Field Service Engineers
- Field Applications Scientists providing local technical and applications support
- Access to a global training network
- Free software updates and upgrades during contract period
- Preventive maintenance on your schedule
- Data acquisition computer support
- Multi-lingual support staff
- Installed configuration and instrument service history
- Factory-qualified replacement parts

What is Covered

- All labor, materials and travel costs for standard repair services
- One Preventive Maintenance (PM) service visit per year, including lamp replacement
- On-site response in 4 working days or less
- Service by certified Pall ForteBio-trained service engineers

What is Not Covered

- Performance Certifications (PC), and Installation Qualification/Operational Qualification (IQ/OQ) services
- Damage to the system caused by the user or a third party from misuse, use outside of specifications, acts of nature, or any external cause such as spillage, improper handling, relocations, etc.
- Damage to the data acquisition computer caused by installation of third-party software.
- Use of customer-supplied computers is not recommended. Support or repair activity resulting from 3rd party computers will be charged as non-covered service.
- Repairs for non-covered services will be quoted on a Time and Material basis.
- Please refer to Pall ForteBio's Warranty Statement for exceptions from coverage under the service contract in the event of improper operation, re-location, or other damage.

WORLD CLASS SERVICE FOR YOUR OCTET SYSTEM

Protect Your Investment with Quality Service

Our services are performed exclusively by Pall ForteBio-trained service engineers, using factory-tested parts, and proprietary hardware and software tools. Our service professionals maintain records of all service visits and provide invaluable support over the lifetime of your Octet system.

Control Your Maintenance Costs

On-site service contracts include parts, labor, travel, and one annual PM. You can protect your instruments on a year-by-year basis, or purchase up to 3 years of contract coverage in one purchase.

Ask your Pall ForteBio account manager about available multi-instrument and/or multi-year savings. Don't let your warranty or current contract expire!

Ensure Fast Response to Minimize Down-Time

Instruments covered under a service contract receive priority response for all repairs and services.

This priority also applies to Technical Support and Field Applications support.

Preventive Maintenance Service

We recommend annual preventive maintenance service to keep your system in optimal working order and prevent down-time. Preventive maintenance is included in Annual Service Contracts, and can also be ordered separately.

ADDITIONAL OCTET SYSTEM SERVICES

Instrument Performance Certification

This service is offered for customers who require instrument performance certification for GxP environments. Performance Certification is similar to Preventive Maintenance, but also includes advanced testing and certification.

Instrument Relocation Services

We offer instrument moving and installation services, ensuring your Octet system arrives at its new location without loss of performance. This service includes a warranty.

If relocation is performed by the user or a third party, any damage to the instrument is not covered by Service Contract or Warranty.

Break/Fix Repair Services

Repair services not covered under a contract or warranty are offered on a Time and Materials (T&M) basis. We will quote repairs

on a per-incident basis that includes parts, labor and travel costs. All T&M service and parts are covered by a 90-day warranty.

Instrument Inspection Service

If an instrument's warranty or contract has expired, we may need to perform an Instrument Inspection Service to confirm the system is operating to current specification. This service, plus any parts, labor and travel required to restore the instrument to full operation, will be quoted in the same way as standard break/fix repairs. To avoid these costs, order a service contract before your warranty or contract expires.

Part No.	Description
99-0035	Octet HTX Service Contract
99-0007	Octet RED384 Service Contract
99-0025	Octet RED96 Service Contract
99-0006	Octet QK384 Service Contract
99-0009	Octet QK ^e Service Contract
99-0044	Octet K2 Service Contract
99-0036	Octet HTX System Installation
99-0041	Octet QK384 or RED384 Installation
99-0042	Octet K2, QK ^e or RED96 Installation
99-0038	Octet HTX Preventive Maintenance Service
99-0017	Octet Preventive Maintenance — Non-HTX
99-0018	Instrument Inspection Service
99-0016	Octet Performance Certification — Non-HTX
99-0040	IQOQ Validation Service for Octet HTX
90-9003	IQOQ Validation Service for Octet — Non-HTX
41-0116	IQOQ Validation Manual and Testing Kit for Octet RED96 and Octet RED systems
41-0117	IQOQ Validation Manual and Testing Kit for Octet RED384 system
41-0115	IQOQ Validation Manual and Testing Kit for Octet QK384 system
41-0062	IQOQ Validation Manual and Testing Kit for Octet QK and Octet QK ^e systems
41-0217	IQOQ Validation Manual and Testing Kit for Octet HTX system