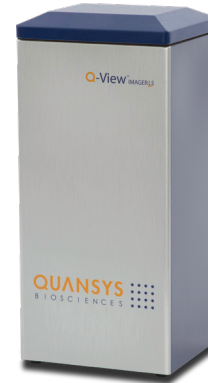


## Support and Service Plans

All new Q-View™ imagers come with a one-year warranty package. For the greatest value and maximum productivity it is recommended that you purchase one of our imager support packages. We offer a full range of services that are designed to fit your specific laboratory needs and budget.



Q-View™ Imager LS

## Warranty and Service Packages

Catalog Number
Price
One Year Plan
Standard installation with technical training*
Defects in materials and workmanship
Lifetime Technical Support
Lifetime Software Support
Lifetime Software Updates
Priority delivery of replacement parts
Expedited on-site support within 24-48 hours, depending on service and location
Expedited on-site support within 48-72 hours, depending on service and location
Rapid Exchange
Accident Assistance (human error)
Parts, labor, travel for on-site repairs to instrument and computer
Additional on-site training and/or inspection
Moving: relocation, re-validation and retraining assistance
Total on-site visits
Warranty Extensions
Catalog Number
Three Year Extension**
Catalog Number
Five Year Extension**

SRV002	SRV003	
Request Price	Request Price	Included
Premium	Basic	Limited
✓		
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	
✓		
✓	✓	
✓		
✓		
✓		
✓		
2	1	
589235GR	589336GR	589337GR
Request Price	Request Price	Request Price
104412GR	589236GR	589237GR
Request Price	Request Price	Request Price

## Additional Options & Services

Options & Services	Catalog Number	Price
Standard installation with technical training	104403GR	Contact Account Manager
Installation validation (IQ/OQ/PQ) - includes qualification Plate	104409GR	Contact Account Manager
1 year plate re-qualification	104402GR	Contact Account Manager
On-site Inspection	104408GR	Contact Account Manager
Repair Services		Contact Account Manager

\*On-site installation not available when imager is purchased through an imager placement program.

\*\*Plan Extensions include one additional on-site visit.

## Description of Services

**Technical support** - Online, email, phone (telephone support available for service inquires during business hours - 8:00 a.m. - 5:00 p.m. MT)

**Imager installation and training** - Quansys will send a technical support representative on-site to un-package, install imager, and train staff.

**Software updates** - Upgrades Q-View™ Software via web

**Expedited on-site support** - Quansys will send a technical support representative on-site to support user-related damage or failure. This covers travel and labor but not cost of materials.

**Rapid exchange** - If an imager were to stop working, for whatever reason, a replacement imager will be shipped to the customer to all of continuity of testing.

**Moving: Relocation, re-validation and retraining assistance** - Quansys will send a technical support representative on-site to inspect, re-install and re-validate imager after a move. Re-validation is only performed on imagers that have had an IQ/OQ/PQ.

**Total on-site visits** - Total number of visits per plan.

**On-site inspection** - Quansys will send a technical support representative on-site to inspect and ensure the imager is functioning properly.

**Please note**, plans that include on-site visits apply to travel within the continental US only. Any place outside the U.S. additional travel fees may apply. Contact a representative for further questions.