



# WAVE® MD Premier Support Plan

Transgenomic realizes the importance of keeping your laboratory running smoothly and efficiently. Transgenomic WAVE MD System requires proper care and maintenance for optimal performance. With the **WAVE MD Premier Support Plan**, we take care of all suggested maintenance and provide emergency service reducing the chance for unscheduled downtime for repair.



The **WAVE MD Premier Support Plan** is designed for moderate to high annual instrument usage and offers the following benefits:

- Preventative maintenance visit — one per year.
- Parts, labor and travel expenses covered at no extra charge.
- Emergency visits in the event of operational failure.
- Telephone Hotline Support.
- Premier Access to MutationDiscovery.com® — Transgenomic's Nucleotide Variation and Mutation Database.
- Software revisions.
- Operator training at a 50% discount off list price (hardware, software, maintenance, basic applications and WebEx™).
- Consumables at 10% discount off list price.

*Discover the Power of Comprehensive Support Services*

[www.transgenomic.com](http://www.transgenomic.com)

# WAVE<sup>®</sup> MD Premier Support Plan

## Terms and Conditions

The WAVE MD Premier Support Plan agreement consists of two parts:

**Preventative Maintenance:** The WAVE MD System is maintained at the optimal performance level via scheduled service.

**Emergency Repair:** The WAVE MD System is restored to operational readiness after a failure has been reported.

Plan inclusions and limitations:

1. One scheduled routine preventative maintenance visit per year.
2. Parts, labor and travel expenses covered at no extra charge.
3. Preventative maintenance includes:
  - a) Check/replace seals on valves and pumps
  - b) Check/replace syringe and syringe valve seal
  - c) Clean transfer lines and tubing
  - d) Check/re-calibrate oven
  - e) Check lamp energy and wavelength accuracy
4. Emergency and corrective maintenance visits.
5. Software revisions for existing platform (hardware upgrades not included).
6. Premium Access to MutationDiscovery.com that includes:
  - a) DHPLC amplicon design
  - b) on-line melt profiles
  - c) downloadable published sequences and amplicons from other WAVE System users
7. Operator training at a 50% discount off list price (hardware, software, maintenance, basic applications and WebEx<sup>™</sup>).
8. Consumables at 10% discount off list price.
9. Excludes the following items:
  - a) Consumables including but not limited to:
    - Light sources
    - Cartridges (subject to warranty)
    - WAVE Optimized<sup>®</sup> Buffers
    - Mutation Standards and DNA Size Ladders
    - Filters
  - b) Computer system
  - c) IQ/OQ/PQ
10. Emergency repair and preventative maintenance is performed during normal working hours from 8:00 a.m. to 5:00 p.m., Monday through Friday. Coverage during non-standard hours can be arranged under special circumstances. Customer agrees to provide safe access to the WAVE System.
11. Transgenomic is the only authorized service provider under this contract. The use of unauthorized subcontractors invalidates all warranties on the system.
12. The customer must adhere to conditions in the *DNASep<sup>®</sup> and DNASep HT Cartridge Guide and Warranty* regarding reagents used with the WAVE System.
13. This plan does not cover any cost for repair if damage to the instrument is a result of abuse, neglect, vandalism, acts of God, or the use, repair, or modification of the products contrary to the specifications or instructions supplied by Transgenomic or its representatives.
14. Unless otherwise noted, *Transgenomic Sales Terms and Conditions* apply.

### Transgenomic Technical Support Center

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