

Roche Service Plan Options

Roche Support Network offers flexible after warranty support options tailored to meet your needs. Roche's service commitment to our customers includes in-house and field support. Roche's in-house technical support, in-house customer service, and field support teams are all available to provide the most comprehensive support network in our industry. The following features are included with the selected plan:

Contract Features	Premium Service Plan	Classic Service Plan	Depot Plan	IT Products Plan
Unlimited service visits Monday through Friday from 8:00 a.m. to 5:00 p.m. (local time). Excludes Roche holidays	√	√		
Emergency service visits on Saturday, Sunday and Roche holidays from 8:00 a.m. to 5:00 p.m.	√			
Customer Support Center Specialists are available by phone 24 hours a day, 365 days a year to assist in troubleshooting.	√* see below	√* see below	√* see below	√****
All necessary warranted repair parts and the travel and labor to install parts.	√	√		√
Labor and preventive maintenance kits for preventative maintenance visit(s).	√	√		
Response for emergency repairs within 24 hours of request on weekends and Roche holidays.	√			
Response for emergency repairs within 24 hours of request Monday through Friday local time.	√	√		
Remote access connectivity for problem identification, training, and monitoring.	√**see below	√**see below		√
A maximum labor charge for each service visit outside of contract coverage hours.	√	√	N/A	

Contract Features	Premium Service Plan	Classic Service Plan	Depot Plan	IT Products Plan
Computer hardware repaired if purchased from Roche in conjunction with Roche Software Products.				√
System repaired at customer site.	√	√		
System repaired at Roche site.			√	
Software repaired via remote access.				√
Loaner system available.			√ see next page	
Preventative maintenance visits.	√	√		
98% Uptime Guarantee.	√*** see below			

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.

* For Applied Science products only, the Roche Applied Science Customer Support Center is available Monday to Friday from 8 AM to 6 PM Eastern Time excluding Roche Holidays

** The following systems have remote capability: cobas® 6000 analyzer series, cobas® 8000 analyzer series, Roche/Hitachi MODULAR systems, COBAS Integra 800, COBAS Integra 400 Plus, cobas® 4800 analyzer, NAVIFY Tumor Board Solution, VIEWICS, p512/p612 Task Targeted Automation and cobas 8100 systems. Customer must grant Roche access to utilize remote service capabilities. Such access may be granted on a periodic or per instance basis as determined by Customer and Roche.

*** 98% Uptime Guarantee for Premium Plan: If a covered piece of Equipment is "Down" (see definition below) for more than 14 hours in any given month, Roche will issue Customer a credit certificate. The value of the credit certificate will depend upon the type of Equipment that is down. The credit will be applied to Customer's account and credited against future invoices for the purchase of reagents, supplies and consumables. The credit certificate is Customer's exclusive remedy for Equipment Downtime under this guarantee. Limitations, exclusions and conditions for the 98% Uptime Guarantee: 1) Only one credit certificate will be issued each month for a particular piece of Equipment that is Down; 2) It is strictly limited to electrical and mechanical hardware failures and specifically excludes operator-replaceable supplies and consumables that require a Roche Field Service Representative to be dispatched; 3) Downtime specifically excludes those failures caused by operator errors, site discrepancies, reagents, calibrators, controls, acts of God, or any environmental problem beyond Roche's control; 4) Customer must be located within a 100-mile radius of a metropolitan area; 5) Downtime will be measured from the time the Field Service Representative is dispatched (Malfunction Begin Time) until the time the repair has been completed and specifically excludes the time spent after the repair to observe the performance (certainty of the repair) of the Equipment; 6) Downtime will be calculated using 24 hours per day, 7 days per week, on a monthly basis; 7) The official documentation to determine Downtime will be the Field Service Representative's Service Order which Customer will review at the conclusion of each repair.

**** Customer Support Center Specialists are available for VIEWICS by phone 8:00am to 8:00pm Monday through Friday. Incoming calls outside of these times allow for messages to be left and received at the next available time during the VIEWICS support hours. VIEWICS utilizes 1st level remote support via a Roche entity which may reside outside of the United States. Notwithstanding, an offshore support team utilizes field-support staff located within the United States if needed.

"Down" or "Downtime" for each piece of covered Equipment will mean:

- COBAS Integra system, cobas® 6000 analyzer series, cobas® 8000 analyzer series, Roche/Hitachi MODULAR systems, cobas e 411 analyzer, cobas c 111 analyzer, cobas c 311 analyzer - Unable to report results on three or more tests due to mechanical, electrical or software failure.
- LIGHTCYCLER® instrument, MagNA Pure instrument, ROCHE OMNI Series, AmpliPrep system, TaqMan® 48 instrument, TaqMan® 96, cobas® 4800 analyzer and URISYS 2400 Urine analyzer - Unable to report results.
- HAMILTON DILUTOR - Unable to process dilutions.
- Cobas 8100 system and Cobas m 511 are specifically excluded from the 98% uptime guarantee

, AMPLIPREP, COBAS, COBAS C, COBAS E, COBAS INTEGRA, ELECYSYS, LIGHTCYCLER, MAGNA PURE, MODULAR, MODULAR PRE-ANALYTICS, TAQMAN, OMNI and URISYS 2400 are trademarks of Roche. The technology used for LightCycler is licensed from Idaho Technology, Inc. All other product names and trademarks are the property of their respective owner.

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cobas® Liat Depot Replacement Service Coverage

For **cobas**® Liat service issues covered by warranty or Roche Depot Service that cannot be rectified through remote Roche technical support at 1-800-800-5973 (including any periodic preventative maintenance that must be completed at Roche facilities), Roche may elect to replace such **cobas**® Liat with a new or certified unit. All **cobas**® Liats come with an initial one year warranty and Customers are required to subscribe to service for the **cobas**® Liat thereafter as detailed in Customer's Product Schedule and executed by Roche and the Customer.

Roche Depot Service and Loaner System Details

Customer Obligations: Customer agrees to return Roche-owned Equipment loaned to Customer for use by Customer while Customer-owned Roche Equipment is being repaired ("Loaner Equipment") within fifteen (15) business days of the repaired Equipment being returned to Customer. If Customer fails to return the Loaner Equipment within this allotted time, Customer will automatically be billed, and agrees to pay, a monthly charge for each piece of Loaner Equipment as set forth in the table below.

Equipment	Monthly Fee
LightCycler 1.5	\$670
LightCycler 2.0	\$500
LightCycler 96	\$482
Cobas u411	\$225
Cobas 9180	\$65

Repair Terms: Prior to shipping Equipment requiring repair to Roche, Customer must accept, approve, and execute the flat rate repair quote and provide a Purchase Order number in the returned quote. The returned quote must be received by a Roche Representative. Roche may also elect, at Roche's option, to provide Customer with Loaner Equipment at the time of acceptance of the flat rate repair quote by the Customer. If no purchase order number is provided when accepting the repair quote, no Loaner Equipment will be provided. Roche will provide Customer with an appropriate shipping container for the Equipment in need of repair and then also to return the Loaner Equipment. Customer shall have thirty (30) days to approve or reject the repair quote provided by Roche. In the event that Customer fails to reply with a rejection or approval of the flat rate quote within thirty (30) days, the flat rate quote shall expire.

Customer will automatically be billed, and agrees to pay, a monthly charge for unreturned Loaner Equipment past the fifteen (15) day return policy stated above. This monthly charge will continue to be billed until the Loaner Equipment is returned to Roche.

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