

# Extended Warranty

LAUDA products come complete with a one-year manufacturer’s warranty. The standard terms of the one-year manufacturer’s warranty includes parts and service labor. LAUDA offers Extended Warranty Packages that provide you with additional security and reassurance that any operational matters, which may arise after the first year of installation, are fully-covered and insured against failure. Terms of the Extended Warranty Package include an extension of one year in length, and may be initiated at the time of purchase or prior to expiration of the initial warranty period.

# Preventative Maintenance

At the forefront of LAUDA’s product development and manufacturing, you’ll find quality, craftsmanship and durability. We understand that our customers, such as those working in API (Active Pharmaceutical Ingredient) manufacturing environments, rely on LAUDA to provide durable product performance, 24 hours a day, seven days a week—their work, company reputation and livelihoods depend on it. LAUDA offers fully customizable and standard Preventative Maintenance Packages that help to ensure your LAUDA instruments are looked after and maintained so that they live up to your expectations.

### Your choice of two Preventative Maintenance Packages:

PREMIERE	ELITE
<p><b>One scheduled Preventative Maintenance per year:</b></p> <ul style="list-style-type: none"> <li>100% shipping costs covered</li> <li>If Field Call is requested, travel fees will apply per zone</li> <li>10% off parts covered (see parts covered at right)</li> <li>Labor included</li> <li>Instrument cleaned and inspected</li> </ul>	<p><b>One scheduled Preventative Maintenance per year:</b></p> <ul style="list-style-type: none"> <li>100% shipping costs covered</li> <li>If Field Call is requested, 10% off travel fees per zone</li> <li>100% off parts covered (see parts covered at right)</li> <li>Labor included</li> <li>Instrument cleaned and inspected</li> </ul> <p><b>One service call per year (if needed):</b></p> <ul style="list-style-type: none"> <li>30% off labor and parts</li> <li>Service fee waived</li> </ul>

### Wearable Parts Covered Under Preventative Maintenance:

COSMETIC	WORN PARTS
<ul style="list-style-type: none"> <li>Knobs</li> <li>Handles</li> <li>Switches</li> <li>Housing</li> <li>Front Plastic Control Cover</li> <li>Drain Cock</li> <li>Screws</li> </ul>	<ul style="list-style-type: none"> <li>Pump Motor</li> <li>Compressor</li> <li>Condenser Fan</li> <li>Condenser</li> <li>Filter Dryer</li> <li>Injection Valve</li> <li>Heater</li> </ul>

### Parts Not Covered

Parts not covered, included but are not limited to: any and all circuit boards, cooling coils, bath chambers, command modules, and all other accessories.

### LAUDA’s Six-point Preventative Maintenance Program consists of the following:

- 1 EXPERTISE.** Competent, trained and dependable experts are available to perform all Preventative Maintenance.
- 2 INSPECTION.** Have peace of mind knowing that your instrument is fully inspected by our skilled technicians.
- 3 CLEANING.** Upon completion of any Preventative Maintenance service, your instrument will be fully cleaned and returned to you in proper condition.
- 4 PARTS.** Replacement of any wearable parts indicated above will occur if needed to ensure that your instrument is fully operational and conditioned.
- 5 LABOR.** You receive free labor on covered parts and maintenance evaluations on your scheduled inspection. Your permission will always be sought out prior to proceeding with any major unforeseeable repairs.
- 6 TESTING.** Your instrument will be tested to ensure the original manufacturer specifications, or better, are achieved.