

RDT 1000 Instrument Service Agreement

The RDT 1000 Instrument Service Agreement provides:

- **Unlimited remote and on-site response for all emergency repairs**
- **Replacement parts**
- **Software revisions**
- **One scheduled preventative maintenance visit during the term of the agreement**
- **Replacement consumables**

COVERAGE TERMS: The RDT 1000 Instrument Service Agreement is a 12-month contract with unlimited support. The agreement includes: response within four business hours of initial request, unlimited remote technical service via internet control interface, unlimited on-site emergency visits within two business-days of initial request. Live support is provided Monday through Friday, during normal business hours, excluding holidays. 24/7 unlimited access to RainDance Technologies Customer Support Portal Web site. Internet connectivity for the Instrument Controller (computer workstation) is required (access to the RDT 1000 Instrument Controller can only be initiated with the consent and actions of the instrument operator through a secure third party software portal). The coverage includes all replacement parts to restore instrument function plus consumable replacements, including library, for every failed run due to RDT 1000 malfunction.

PLANNED MAINTENANCE: One planned maintenance visit per year scheduled within 45 days of the commencement of the agreement to maximize uptime. The planned maintenance includes: validation testing of merge efficiency, pump and other sub-components performance, automation accuracy, any required re-calibrations, and instrument controller (computer workstation) performance maintenance.

SOFTWARE REVISIONS: All applicable and relevant software updates will be performed either on-site or via the RainDance internet control interface.

REPLACEMENT CONSUMABLES: All consumables, including library, associated with each run failure due to the RDT 1000 malfunction.

Features and Benefits The RDT 1000 Instrument Service

The RDT 1000 Instrument Service Agreement provides unlimited remote and on-site support for all emergency repairs, including all labor and travel charges, all replacement parts required to restore the instrument to published specifications, all consumables, including library, replaced for each run failure due to RDT 1000 malfunction, applicable software revisions and updates, and one scheduled maintenance visit during the term of the agreement.

Telephone Call Center hours	Monday – Friday, 8:00 – 5:00 ET, excluding holidays
Customer Support Portal web site	24 hours a day, 7 days a week
Remote & on-site support hours	Monday – Friday, 8:00 – 5:00, excluding holidays
Initial response time	Four business hours or less
On-site response time	Two business days or less
Emergency visits	Unlimited
Software upgrades	Included
Preventative maintenance	One included
Exclusions	Consumables, relocations, trainings
Replacement consumables	For each run failure due to RDT 1000 malfunction
Replacement parts	To restore RDT 1000 to specifications