Basic Support Plan

ADS BIOTEC realizes the importance of maintaining your laboratory’s smooth and efficient operation. The WAVE® Mutation Detection System requires appropriate care and maintenance for optimal performance. Planning post-warranty maintenance is a critical part of your laboratory management. For laboratories with lower throughput or less defined workload, we offer The WAVE® Basic Support Plan.

The WAVE® Basic Support Plan is designed for laboratories with low annual usage and offers the following benefits:

- Preventative maintenance visits — one per year.
- Coverage on parts (excluding consumables see Terms and Conditions).
- Emergency visits in the event of operational failure. Telephone Hotline Support.
- Software revisions- existing platform.
- Discount on consumables — 5% off list price.

Note: Labor, expenses and travel are not included.

Increased Productivity with High Quality and Consistency
Terms and Conditions

The WAVE® Basic Support Plan agreement consists of two parts:
Preventative Maintenance: The WAVE® System is maintained at the optimal performance level via scheduled service.
Emergency Repair: The WAVE® 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. Inclusive of parts (does not include labor, expenses and travel).
3. Preventative maintenance includes:
   a) Check/replace seals on pump
   b) Check/replace flow path filters
   c) Check/replace seals on injection valve
   d) Check/replace seals on autosampler syringe valve
   e) Check/replace syringe yearly
   f) Check/calibrate oven
   g) Check lamp energy and wavelength accuracy
   h) Full clean-up of flow path transfer line and tubing
   i) Check leak and pressure sensors
   j) QC test system to installation standards
4. Emergency and corrective maintenance visits.
5. Software revisions for existing platform (hardware upgrades not included).
6. Consumables at 5% discount off list price.
7. Excludes the following items:
   a) Consumables including but not limited to:
      - Light sources
      - Cartridges (subject to warranty)
      - WAVE Optimized® Buffers
      - Mutation Standards and DNA Size Ladders
      - Filters
   b) Computer system
   c) IQ/OQ/PQ
8. 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.
9. ADS Biotec is the only authorized service provider under this contract. The use of unauthorized subcontractors invalidates all warranties on the system.
10. The customer must adhere to conditions in the DNASep® and DNASep® HT Cartridge Guide and Warranty regarding reagents used with the WAVE® System.
11. 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 ADS Biotec or its representatives.
12. Unless otherwise noted, ADS Biotec Sales Terms and Conditions apply.