WAVE®
Mutation Detection System

Premier 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 laboratory management. Through the WAVE® Premier Support Plan, we take care of all your post warranty service needs. This plan includes two annual preventative maintenance programs and emergency service support to minimize unscheduled downtime for repairs.

The WAVE® Premier Support Plan is designed for laboratories with moderate to high annual usage and offers the following benefits:

- Preventative maintenance visits — two 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® — ADS Biotec’s Nucleotide Variation and Mutation Database. Software revisions.

- Operator training at a 50% discount off list price (hardware, software, maintenance, basic applications and remote web support).

- Consumables at 10% discount off list price.

Increased Productivity with High Quality and Consistency
Terms and Conditions

The WAVE® Premier 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. Two scheduled routine preventative maintenance visits per year.
2. Parts, labor and travel expenses covered at no extra charge.
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. 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 remote web support).
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® 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. ADS Biotec 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® 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 ADS Biotec or its representatives.
14. Unless otherwise noted, ADS Biotec Sales Terms and Conditions apply.