

Indizo® Automated Nasal Spray Collection System Service Offerings:

1. Complete Contract
2. Combined Contract
3. System Software Support Maintenance Contract
4. On-Demand Service and Support



Complete Contract Includes:

All parts and labor required to maintain the system under normal use.

Annual Preventive Maintenance Visit

- Complete Instrument Diagnostics
 - Testing, cleaning, and tuning the Indizo System's Environmental Enclosure
 - Testing, cleaning, and tuning the actuation system
- Routine replacement of all required preventive maintenance parts
 - Replacement of all three filters on the System Environmental Enclosure
 - Replacement of belts, pulleys, and bearings of the actuation system as needed
- Instrument operation verification
- Instrument requalification
- Actuation system operation verification
- Replacement of up to 1 device holder with insert and collet
- Travel, labor, room and board for implementation of the preventive maintenance protocol and one on-demand service visit
- Labor, room and board for additional service visits

System and Software Support

- Complete access to the Proveris Support Center for remote administration for troubleshooting and system maintenance
- New Viota® instance installation with full Viota software support and maintenance
- Viota software upgrades
- Routine database performance check
 - Maintain the database logical file size
 - Maintain any database connectivity issue
 - Maintain any database slowness issue
 - Maintain and test the database backups (daily/weekly)
- Full access to the Proveris Support Center for phone and email support
- Implementation of daily and weekly database checkups
- Diagnosis of current methods and troubleshooting support for system performance and protocols
- Software upgrades are performed at no charge. Installation is included.
- Priority support scheduling with 24-hour initial response
- Unlimited Viota client licenses for desktop analysis

Annual Training

- At the Proveris Support Center or utilizing web-based training programs

On-Demand Service Visit

- One on-demand service visit per site in addition to the preventive maintenance (PM) visit which includes travel, room and board for implementation
- Labor, room and board for all subsequent required service calls are included

continued on reverse

Combined Contract Includes:

- Balancing cost versus risk - this contract reduces cost by excluding coverage on high value parts that rarely fail such as the robotic gantry and cabinet structures
- All services and support included in the Complete Contract

System Software Support Maintenance Contract Includes:

- Proveris Support Center provides remote support to assure routine system and software operations/activities perform at optimal levels assuring compliance
- Refer to applicable section of Complete Contract

On-Demand Service and Support:

- Services outside a contract such as repairs, calibration, and validation. Additional activities can include:
 - Recovery area relocation/adding a new hard drive
 - Database migration (depends on the DB size)
 - Database recover (depends on the DB size)
 - Oracle client/Viota application corruption
 - Full disaster restore using RMAN (recovery manager)

Quick Reference Chart

Description	Major Parts*	Parts	Labor	On-Demand Visit**	PM Visit**	Training	Software Upgrades	Remote Service Support
Complete Contract	✓	✓	✓	✓	✓	✓	✓	✓
Combined Contract		✓	✓	✓	✓	✓	✓	✓
System Software Support Maintenance Contract						✓	✓	✓
On-Demand Service and Support***	✓	✓	✓	✓	✓	✓	✓	✓

* Major parts include the load cell, Indizo robotic arm and balance.

** Travel covered for preventive maintenance (PM) and first on-demand service visits.

*** Quoted on an as needed basis and ordered on individual purchase orders.



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