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GLOBAL SERVICE CONTRACTS AND SUPPORT

Kinaero™ High-Throughput pMDI Fire-Down System Service Offerings:

1. Complete Contract
2. 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 adjusting the environmental enclosure
  - Fan performance
  - Gear box integrity
  - Motor performance
  - Load cell operation
  - Axle alignment
  - Touch screen performance
  - USB connection ports
  - General construction, loose fasteners, etc.
- Routine replacement of all required maintenance parts as needed
  - Replacement (if required) of:
    - — Filters, belts, pulleys, and bearings of the system
    - — Cassette seal
    - — Vacuum hose
- Actuation system operation verification
- Confirm dual solenoid interlock functionality
- Travel expenses to be quoted separately

System and Software Support

- Priority access to the Proveris Support Center for remote administration for troubleshooting and system maintenance
- Software upgrades are performed at no charge. Installation is included. If validation is required it is provided at a reduced cost.
- Diagnosing of current methods and troubleshooting support for system performance and protocols
- Priority support scheduling within 24 business hours

Annual Training

- At the Proveris Support center or web based training programs

continued on reverse

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On-Demand Service and Support:

Services outside a contract such as repairs, calibration, and validation.

Quick Reference Chart

Description	All Parts	Labor	On-Demand Visits**	PM Visit*	Training	Software Upgrades	Remote Service Support
Complete Contract	✓	✓		✓	✓	✓	✓
On-Demand Service and Support**	✓	✓	✓	✓	✓	✓	✓

* Labor covered for preventive maintenance (PM).
** Quoted on an as-needed basis and ordered on individual purchase orders.

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