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GLOBAL SERVICE CONTRACTS AND SUPPORT

SprayVIEW® Measurement 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 adjusting the SprayVIEW System's Environmental Enclosure
  - Testing, cleaning, and adjusting the laser assembly
  - Testing, cleaning, and adjusting the camera assembly
  - Testing, cleaning, and adjusting the actuation system routine operations
- Routine replacement of all required preventive maintenance parts
  - Replacement of all three filters on the system environmental enclosure
  - Replacement of any part of the laser assembly as needed
  - Replacement of any part of the camera as needed
  - Replacement of filters, belts, pulleys, and bearings of the actuation system as needed
- Instrument operation verification
- Instrument requalification
- Actuation system operation verification
- Laser operation verification
- Imaging system operation verification
- Replacement of up to 1 device holder with insert and collets
- 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
- Diagnosing of current methods and troubleshooting support for system performance and protocols
- Software upgrades are performed at no charge. Installation is included. If validation is required, it is provided at a reduced cost.
- Priority support scheduling with initial 24-hour response
- Unlimited Viota client licenses for desktop analysis

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Complete Contract continued:

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

Combined Contract Includes:

- Balancing cost versus risk - this contract reduces cost by excluding coverage on high value parts that rarely fail such as the laser, camera, and cabinet structures
- All services and support described 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 for coverage details.

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 Visits**	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 SprayVIEW camera, laser, and load cell.
** Travel covered for preventive maintenance (PM) and first on-demand service visits.
*** Quoted on an as needed basis and ordered on individual purchase orders.

Proveris Scientific Corporation
Two Hudson Road, Hudson MA 01749 USA
+1 (508) 460-8822 • +1 (508) 460-8942 FAX • sales@proveris.com

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