

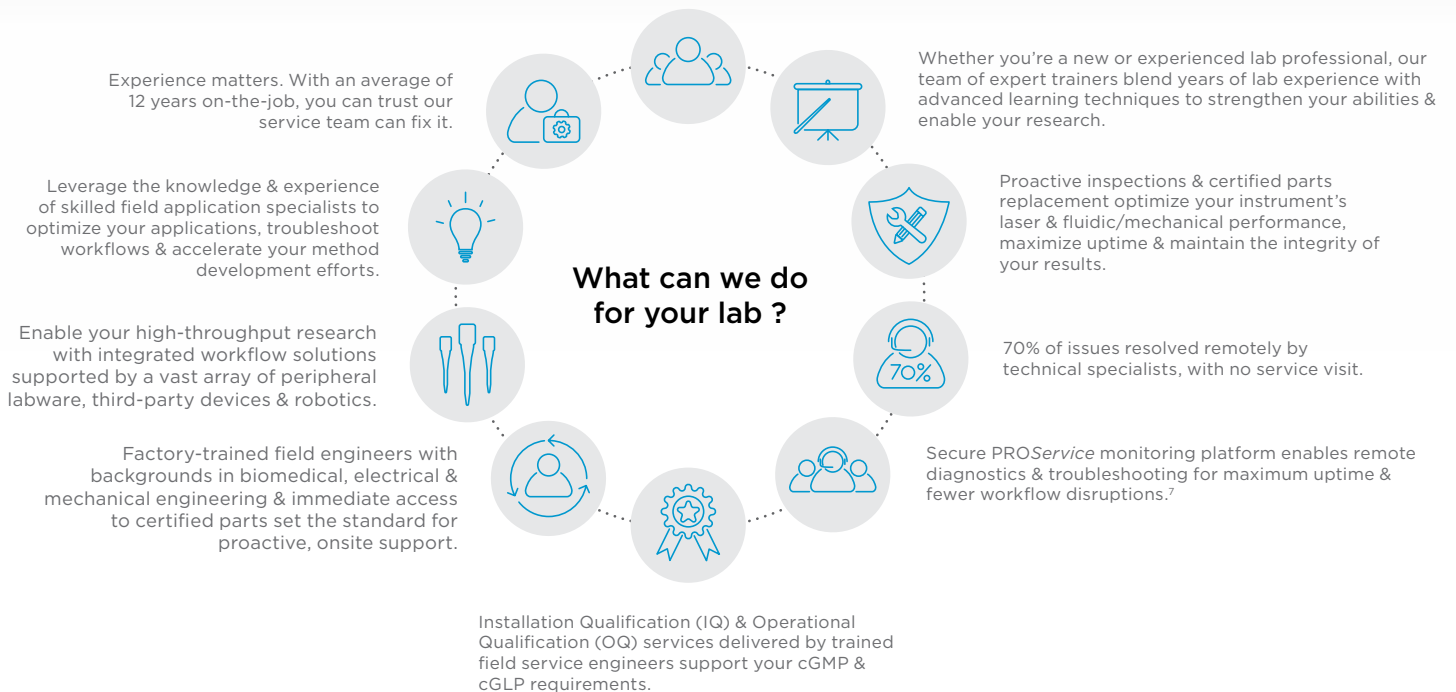
DISCOVERY
in motion.

BECKMAN COULTER THE POWER BEHIND YOUR WORKFLOWS



With every Beckman Coulter service plan, you can count on original service parts and expert support to ensure your Biomek liquid handling system is operating within specification. Exchange downtime and workflow disruption risks for optimized system performance and quality results with a range of protection plans. With flexible options and features, you choose the level of support to best meet your needs and budget.

Behind every field engineer is a formal escalation process, top-notch application scientists & technical experts ready to solve your most complex challenges.



Find the right plan for you

| Plan Benefits | Beckman Coulter Service Plans | | | | |
|---|-------------------------------|--------------------------------|----------------------|------------|---------------|
| | WARRANTY PERIOD | | POST-WARRANTY PERIOD | | |
| | Warranty | Start-Up Care Premium Services | Prevention Plus | Protective | Comprehensive |
| Certified parts, labor | ● | ● | 20% Off | ● | ● |
| Travel expenses ¹ | ● | ● | 20% Off | ● | ● |
| Annual preventive maintenance | | 1 PM | 1 PM | 1 PM | 1 PM |
| Annual health check ² | | ● | | ● | ● |
| Onsite response time guarantee ³ | | 2 DAYS | | 3 DAYS | 2 DAYS |
| Remote technical support | ● | ● | ● | ● | ● |
| Software & Engineering updates ⁴ | | ● | 20% Off | ● | ● |
| Annual basic operator training ⁵ | | ● | 20% Off | ● | ● |
| Operational qualification (OQ) | | AVAILABLE | | AVAILABLE | AVAILABLE |
| Application Support ⁶ | AVAILABLE | AVAILABLE | AVAILABLE | AVAILABLE | ● |
| PROService Remote Connectivity ⁷ | ● | ● | ● | ● | ● |
| Relocation support | | ● | | | ● |



Need help choosing the right protection plan?

We're here to help:

(800) 742-2345, Option 3 | protection@beckman.com

1. Within 100 miles of a Beckman Coulter Service hub.
2. Proactive service check performed by a Beckman Coulter field service engineer to address any system or service performance issues.
3. Priority response guaranteed. Contact your local service representative for guaranteed response times based on your location.
4. Reliability updates include hardware, software and instrument modifications to recommended levels.
5. Services performed at your facility by a Beckman Coulter field service engineer.
6. Basic & advanced application support packages are available. The Comprehensive Plan (CP) includes one day of basic application support at your facility. This service does not include method development. Contact your Beckman Coulter sales representative for more information.
7. PROService-enabled instruments include the Navios, Navios EX, Gallios, AQUIOS and Biomek i-Series liquid handling systems.



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For Beckman Coulter's worldwide office locations and phone numbers, please visit "Contact Us" at beckman.com

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