Scope of Services

I. Anton Paar Preventive Maintenance On-Site

This service includes:

- Check of the instrument and ambient conditions
- Instrument cleaning
- Replacement of normal wear parts
- Inspection of critical components
- Adjustments as needed
- Performance Verification
- Maintenance Report

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

II. Anton Paar Preventive Maintenance In-House

This service includes:

- Check of the instrument and external conditions
- Instrument cleaning
- Replacement of normal wear parts
- Inspection of critical components
- Adjustments as needed
- Performance Verification
- Maintenance Report

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

III. Anton Paar Performance Verification On-Site

This service includes:

- Check of the instrument and ambient conditions
- Instrument cleaning
- Inspection of critical components
- Adjustments as needed
- Verification measurement according to factory protocols
- Performance Verification Report
- Recommendations to optimize performance

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

IV. Anton Paar Performance Verification In-House

This service includes:

- Check of the instrument and ambient conditions
- Instrument cleaning
- Inspection of critical components
- Adjustments as needed
- Verification measurement according to factory protocols
- Performance Verification Report
- Recommendations to optimize performance

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

V. Anton Paar Calibration

This service includes:

- Run one specific standard on your instrument, unless specified otherwise in the quote
- Record the values and the measured deviation to the standard
- Calibration standard included
- Calibration Certificate

This service does not include any adjustments needed to bring the instrument into compliance with the manufacturer's specifications. All adjustments are performed during Preventive Maintenance.

VI. Anton Paar Repair Coverage On-Site

This service includes:

- 12-month labor and parts coverage to perform repairs at no additional cost
- Requests for repairs are prioritized

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

VII. Anton Paar Repair Coverage In-House

This service includes:

- 12-month labor and parts coverage to perform repairs at no additional cost
- Requests for repairs are prioritized

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

VIII. Anton Paar Warranty Extension (1 year)

Anton Paar will extend the instrument's warranty for additional 12 months beyond the current warranty expiration date. Warranty regulations can be found in the Terms and Conditions on the Anton Paar website.

IX. Anton Paar Loaner Coverage

Anton Paar will provide one loaner instrument needed during repairs, at no additional charge. Further details can be found on the Anton Paar website.

X. Anton Paar Labor Coverage On-Site

This service includes:

- 12-month labor coverage to perform repairs at no additional labor cost (parts not included)
- Your requests for repairs are prioritized.

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

XI. Anton Paar Labor Coverage In-House

This service includes:

- 12-month labor coverage to perform repairs at no additional labor cost (parts not included)
- Your requests for repairs are prioritized.

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

XII. Anton Paar Parts Coverage

This service includes:

- 12-month parts coverage to perform repairs at no additional cost for parts (labor not included)
- Requests for repairs are prioritized.

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

XIII. Anton Paar Analytical Instrument Qualification

This service includes:

- Documentation for the regulated environment according to customer needs.

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

XIV. Anton Paar Compliance Services

This service includes:

- Compliance Maintenance Documentation
  - Check of the instrument and ambient conditions
  - Instrument cleaning
  - Replacement of normal wear parts
  - Inspection of critical components
  - Calibration
  - Adjustments as needed
  - Performance Verification
  - Final maintenance report

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

The Compliance Maintenance Documentation is based on the current:

- Good Manufacturing Practices Vol. 4 Annex 15
- USP 1058
- Pharmaceutical Inspection Co-operation Scheme (PIC/S)

XV. Anton Paar Compliance Services Coverage

This service includes:

- 12-month labor coverage to perform the Anton Paar Compliance Services after unexpected repairs.

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools and is based on the Anton Paar Terms and Conditions. Details can be found on the Anton Paar website.

XVI. Anton Paar Customized Services

This product includes services according to the offer

XVII. Anton Paar ISO Calibration On-Site

This service includes:

- One ISO 17025 calibration with one specific traceable standard on an instrument, unless specified otherwise in the quote
- ISO 17025 compliant Calibration Certificate
- Labor and calibration standard included

This service does not include any adjustments needed to bring the instrument into compliance with the manufacturer's specifications. All adjustments are performed during Preventive Maintenance or Performance Verification. This Service must be purchased additionally.

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

XVIII. Anton Paar ISO Calibration In-House

This service includes:

- One ISO 17025 calibration with one specific traceable standard on an instrument, unless specified otherwise in the quote
- ISO 17025 compliant Calibration Certificate
- Labor and calibration standard included

This service does not include any adjustments needed to bring the instrument into compliance with the manufacturer's specifications. All adjustments are performed during Preventive Maintenance or Performance Verification. This Service must be purchased additionally.

This service will be carried out at Anton Paar's workshop by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

XIX. Anton Paar Instrument Relocation

This service includes:

- Assistance with the disassembly and re-installation of an instrument at the customers new site

This service will be carried out at the customer's facility by a certified Anton Paar service engineer following relevant factory standards, using calibrated and certified tools.

XX. Anton Paar Training

This service includes:

- End User Training on the use of the instrument, proper upkeep and cleaning
- Training Certificate for every participant

The training will be carried out by qualified Anton Paar personnel.

XXI. Anton Paar Installation

This service includes:

- The installation according to the manufacturer's specifications

The installation will be carried out by qualified Anton Paar personnel, by using certified and calibrated equipment.