

The table below describes all elements of service made available by FOSS. In order for the service description below to apply to your specific service contract, the service description must be clearly stated in your service quote and invoice. This description of services is valid from 15 April 2019.

Service Description

	Service description	Included in the service	What you must do or permit FOSS to do on your behalf
Performance maintenance services			
Service maintenance on-site (incl. travel costs)	Service maintenance on-site is a service where a service engineer, representing FOSS will visit the customer at the location which the instrument is placed (unless otherwise specified). During the visit the service engineer will service the instrument according to the service protocol for the particular instrument. Timing of the service visit is planned at the signing of the contract)	The service engineer will perform on-site maintenance, replacing parts and cleaning agents, performance validation and making adjustments. The service engineer may conduct on-site training of operators while on site. The number of service maintenance on-site visits per year will be agreed at the signing of the service contract	Ensure service engineer access and a safe working environment for the service engineer while performing the service maintenance of the instrument
Service maintenance remote via LinkDiagnostic or FossManager	<p>Service maintenance remote is a service where a service engineer, representing FOSS, will be available for consultation via telephone, on-line dialogue options, etc. while a technician (or similar), representing the instrument owner, will service the instrument according to the service protocol for remote service of the particular instrument. Timing of the remote service interaction is planned at the signing of the contract.</p> <p>IF LinkDiagnostic LinkDiagnostic is a cloud service enabling the local service/support technician to support remotely in case of instrument malfunctions.</p> <p>IF FossManager FossManager is an instrument management service through which you can remotely configure your connected instruments, ensure your analytic data are</p>	<p>The service engineer will perform remote maintenance by guiding a representative of the instrument owner in replacing parts and cleaning agents, instrument cleaning, performance validation and making adjustments. The number of service maintenance remote sessions per year will be agreed at the signing of the service contract</p> <p>IF LinkDiagnostic</p> <ul style="list-style-type: none"> • Instructions on how to connect the instrument to the LinkDiagnostic server • Remote support to get your instrument connected, if required • Automatic upload of instrument diagnostic data and relevant instrument data to the FossConnect server • Storage capacity of uploaded data on the FossConnect server limited to (Uploaded data is automatically deleted when either of the two storage limits is reached) • a period of one year 	<p>Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of Foss to access uploaded data</p> <p>IF LinkDiagnostic</p> <ul style="list-style-type: none"> • Ensure stable internet access to the LinkDiagnostic server, from the unit running the instrument operating software • Update instrument software to latest available version to ensure a proper connection to the LinkDiagnostic server. • Configure the instrument operating software to connect and register to the LinkDiagnostic service • Allow upload of instrument information to the LinkDiagnostic service

	<p>backed up and secured, and you can manage, use, report and export your analytic data.</p>	<ul style="list-style-type: none"> • a maximum of 30.000 samples <p>IF FossManager</p> <ul style="list-style-type: none"> • Instructions on how to connect the instrument to the FossConnect server • Remote support on how to get your instrument connected, if required • Automatic upload of instrument configuration and analytical data to the FossConnect server • Login access as Network Manager to your instrument network on the FossConnect server • The rights to create and invite additional users to your instrument network on the FossConnect server, maximum five user accounts per connected instrument • Access to on-line self-study training material in the form of help files, articles, tutorial videos and instructions • Storage capacity of uploaded data on the FossConnect server limited to (uploaded data is automatically deleted when either of the two storage limits is reached. Additional storage capacity available. Storage limitation is not applicable for data stored on a FossConnect OnPremise server.) <ul style="list-style-type: none"> • a period of five years • a maximum of 30.000 samples • Features (example): <ul style="list-style-type: none"> • Configure your connected instruments in the instrument network • Configure analytic products and settings to be publish to your instrument network • Manage, use, report and export the analytic data your instrument has uploaded • Web-access to instrument information via a FossAccount 	<ul style="list-style-type: none"> • Allow FOSS or a distributor on the behalf of FOSS to access uploaded data <p>Not included in the service (support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.)</p> <ul style="list-style-type: none"> • Backup of instrument configuration • Customer access to instrument data on the LinkDiagnostic server • Instrument training or Software training <p>Termination</p> <p>At termination of the contract</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be uploaded to the LinkDiagnostic server • A copy of the backup data will be sent upon request, if requested within 2 months after termination of contract. • The uploaded data will be kept on the server for a minimum of 3 months <p>IF FossManager</p> <ul style="list-style-type: none"> • Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software • Update instrument software to latest available version to ensure a proper connection to the FossConnect server. • Configure the instrument operating software to connect and register to the FossConnect service • Provide name and email address for user account registration on the FossConnect server • Allow upload of instrument information to FossConnect service • Allow FOSS or a distributor on the behalf of FOSS to access uploaded data • Self-signup for a FossAccount <p>Not included in the service: (Support and/or training (remote or face-to-face) can be offered and invoiced</p>
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			<p>separately upon request. Please contact your local FOSS representative for more information.)</p> <ul style="list-style-type: none"> • Migration of existing instrument configuration or data from current instrument software to FossManager • Optimization of current instrument configuration • Instrument training or Software training (except the access to on-line material as listed under “Included in the service”) <p>Termination At termination of the contract</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be exchanged between the instrument and the FossConnect server • The network manager and other users with access to the instrument network can access the uploaded data and information for a period of minimum of 2 months <ul style="list-style-type: none"> • allowing user to export sample data, create and collect reports, export instrument configurations, export self-test data, export log-files (if uploaded to the server prior to termination) • The uploaded data and information will be kept on the server for a minimum of 6 months after termination of contract. (After 6 months, the data will automatically be deleted from the server. The customer can at any time during or after the contract period request FOSS to delete their data stored on the server.) <p>Please contact the local FOSS representative for more information about Service Level Agreements for FOSS digital services.</p>
<p>Service maintenance at FOSS Workshop</p>	<p>Service maintenance at a FOSS workshop is a service where the instrument is shipped to the Foss workshop where a service engineer will service the instrument according to the service protocol for the particular instrument. Timing of the service is planned at the signing of the contract.</p>	<p>The service engineer will perform maintenance, replacing parts and cleaning agents, performance validation and make adjustments. Shipment cost for the instrument to and from the FOSS workshop to customer's location is included. The number of service maintenance at Foss workshop will be agreed at the signing of the contract.</p>	<p>Ensure timely shipment of the instrument for FOSS to carry out service maintenance within the agreed timelines</p>

Service maintenance kit - according to service protocol	Selection of wear parts, which need to be exchanged on a regular basis in a given instrument. The wear parts are available in the Preventive Maintenance Kit, consisting of parts required to perform factory standard maintenance. These kits are designed to replace common wear and tear parts.	Shipment cost for the service maintenance kit is included in the contract price. The service maintenance kit will be shipped to the customer in time for the service maintenance on-site or remote	Provide correct shipping address to ensure the service maintenance kit arrives at the location where the service will be carried out. Ensure the service maintenance kit is available for the service maintenance on-site or remote at the agreed time of carrying out the service maintenance
Ad-hoc remote technical service available	This service allows a FOSS service engineer to provide remote assistance and service in case of an instrument malfunction.	A FOSS service engineer will be available within the hours agreed in the service contract. Remote instrument service hours will be invoiced according to the current price list and the discounts agreed in the service contract.	Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of FOSS to access uploaded data
Factory Recommended Upgrades	This service relates to recommended instrument upgrades or corrections, not constituting a safety risk, on either hardware or software where Foss accepts responsibility for undertaking the upgrade or correction on the instrument.	The service engineer will perform the upgrade or correction on-site or remotely as relevant	See service maintenance on-site or service maintenance remote
Opening hours for telephone service	Hours during which FOSS guarantees that a FOSS representative can be reached via telephone and will be able to make a service engineer or application specialist available for telephone service		
Response time - Telephone technical service (target)	Number of hours within which FOSS will strive to make a service engineer or application specialist available to respond to a service request for remote support from an instrument owner where the instrument is covered by a service contract. The stated number of hours is a target which FOSS strives to commit to.	Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.	
Response time - On-site technical service (target)	Number of hours within which FOSS guarantees that a service engineer or application specialist will respond to a service request for on-site service from an instrument owner where the instrument is covered by a service contract. The stated number of hours is a target which FOSS strives to commit to.	Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.	
Monitoring & validation services			

<p>Instrument performance reports (FossAssure)</p>	<p>FossAssure is a reporting service for monitoring performance and optimization the uptime of the analytical solution</p>	<ul style="list-style-type: none"> • Monthly instrument surveillance report with guidance/comment and instrument status • Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information • Monthly notification e-mail with link to the full report on the FossAssure portal <p>Service assistance will be invoiced according to the current price list and the discounts agreed in the service contract.</p>	<p>FossAssure requires the installation of a LinkDiagnostic™ or FossManager™ service for the instrument in question.</p> <ul style="list-style-type: none"> - Ensure stable internet access to the FossConnect server, powered by Microsoft Azure, from the unit running the instrument operating software - Configure the instrument operating software to connect and register to the FossConnect service - Provide name and email address for user account registration on the FossConnect service or/and for sharing of instrument access via the FossAssure portal - Allow/accept upload of instrument information to FossConnect service - Self-signup on the FossAssure Portal <p>Service, e.g. training, remote instrument or software service, consultancy will be invoiced according to current pricelist.</p> <p>Please contact your local FOSS representative for more information</p>
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<p>Calibration performance reports (FossAssure Pro)</p>	<p>FossAssure Pro is a reporting service for validation and optimization of calibrations and analytical performance.</p>	<ul style="list-style-type: none"> • Monthly instrument surveillance report with guidance/comment and instrument status • Monthly calibration validation report with guidance/comment • Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information • Monthly notification e-mail with link to the full report on the FossAssure portal <p>If service assistance is needed, it will be invoiced according to the current price list and the discounts agreed in the service contract</p>	<p>FossAssure™ Pro requires the installation of a FossManager™ service for the instrument in question.</p> <ul style="list-style-type: none"> - Ensure stable internet access to the FossConnect server, powered by Microsoft Azure, from the unit running the instrument operating software - Configure the instrument operating software to connect and register to the FossConnect server - Provide name and email address for user account registration on the FossConnect server or/and for sharing of instrument access via the FossAssure portal - Allow/accept upload of instrument information and result data to FossConnect service - Self-signup on the FossAssure Portal - Reference results: Customer is responsible to obtain reference results for the products to be monitored and to upload the data to the FossConnect server; Customer must ensure that the quality of the reference chemistry is good enough for validation of their products. <p>Service, e.g. training, remote instrument or software service, consultancy will be invoiced according to current pricelist. Please contact your local FOSS representative for more information.</p>
<p>Instrument software updates upon request</p>	<p>This service provides your with up to date instrument software, ensuring optimal handling and security for instrument data</p>	<p>When requested, Foss will update the instrument with the latest version of operating software, if available.</p>	<p>Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. Configure the instrument operating software to connect and register to the LinkDiagnostic service. Allow/accept upload of instrument information to LinkDiagnostic service. Allow FOSS service engineer to create a unique LinkDiagnostic account. Allow FOSS or distributor on behalf of Foss to access uploaded data</p>
<p>Customer entitlements - Discounts</p>			
<p>Hourly rate for on-site and remote ad-hoc technical service</p>	<p>Customers with a service contract are entitled to a discount on the hourly rate for ad hoc technical assistance, both remote and on-site</p>		

Hourly rate for calibration specialist service	Customers with a service contract are entitled to a discount on the hourly rate for calibration specialist support, both remote and on-site service		
Spare parts	Customers with a service contract are entitled to buy FOSS spare parts at a reduced price		
Reagents and consumables	Customers with a service contract are entitled to buy FOSS reagents and consumables at a reduced price		
Training	Customers with a service contract are entitled to FOSS training access at a reduced price		
Replacement instrument with trade-in option	FOSS offers customers with a service contract to take an instrument back within a certain period of time, and provide customers with a replacement instrument at a discount		
Warranty and extended warranty			
Warranty	Instrument warranty is extended from 1 to 2 years provided a service contract has been agreed max. 90 days after commissioning of instrument		
Extended warranty on selected part described in positive list	Warranty on certain spare parts (defined for each instrument covered by a service contract) is granted if the instrument is covered by an active service contract	Parts and labour hours to repair the instrument is covered under the warranty. Travel cost is not included in the warranty coverage and will be invoiced according to travel zones or costxx	

For further information, please contact your local FOSS subsidiary

Web www.fossanalytics.com