



TSE SYSTEMS 12-MONTH PLATINUM WARRANTY

The TSE Systems Platinum Warranty is the most comprehensive coverage for most systems and protects your investment by providing:

Comprehensive coverage provides full service and support for your equipment or system. Budgeting is simplified as service costs are covered for the duration of the agreement. Order processing is minimized.

Unlimited emergency repair service in-house AT TSE requests for emergency services are prioritized for Extended Warranty customers.

One free visit if required for service, with no additional charges for on-site labor, travel time, or travel expenses

Replacement parts: No charge for replacement parts, which become marginal or defective due to normal use during agreement period. Product replacement does not apply to consumable parts. (O-Rings, Filters and Tubing) TSE Systems service engineers have ready access to a stock of commonly used parts for timely instrument repairs.

Additional parts are obtained from TSE Systems' computerized service inventory, which provides ready access to our maintenance parts.

Software updates / upgrades included if required.

Firmware updates / upgrades included if required. Firmware Updates / Upgrades enhance instrument performance and reliability. TSE Systems service engineers are informed of these enhancements and will automatically update your instrumentation.

Factory-trained and certified technicians perform all service repairs. TSE Systems service engineers are continuously trained in the latest instrument technology, product improvements, software, and accessories. Staff training is scheduled in advance and conducted during installation.

Web-based support 24/7 premium customer service during Platinum Warranty period.

A prerequisite for this **24/7 premium customer service** Package is remote access to the equipment or system.

DISCLAIMER:

Product warranty does not apply to products damaged by abuse, misuse or accident and consumables, or any product not supplied by TSE Systems as part of the system. The warranty excludes coverage for damages resulting from force majeure events, including but not limited to flooding due to broken pipes, storms, or other natural disasters. Customers are required to follow the operating instructions in the

equipment operating manuals inclusive of directions for cleaning and the regular changing for filters. Prior to scheduled maintenance visits and emergency repair visits, the customer is required to clean and disinfect all equipment to enable safe access by service personnel.

THE TSE SYSTEMS PLATINUM WARRANTY AND SERVICE PACKAGE AS OUTLINED AND AS DETAILED IN THE DESCRIPTION OF SERVICES AND COVERAGE DOES NOT APPLY TO OUR INHALATION PRODUCTS OR SYSTEMS, TO OUR VIDEOMOT2 SYSTEM, TO THIRD PARTY SOFTWARE AS WELL AS TO OUR STELLAR IMPLANTABLE TRANSMITTERS.

Please request the specifics for the Inhalation products as well as for the Stellar Implantable Transmitters Special Warranty and Service Package from your local representative.

TSE Systems Inc.

Jeffrey Minarik

Managing Director

E-mail: Jeffrey.Minarik@tse-systems.com

Phone: 1-833-872-8731

11964B Oak Creek Parkway | Huntley, IL 60142 | USA

Phone: +1-636-536-6502 | Fax: +1-833-873-8721

E-Mail: info@TSE-Systems.com | Web: <http://www.TSE-Systems.com>