Start-up Care

Designed for new customers.

A process, any process, is at its most vulnerable during year one of instrument ownership. Start-up Care from Beckman Coulter Life Sciences Service will smooth out any transition by reducing operator error, sustaining productivity and optimizing workflows with health checks, preventative maintenance and additional training.

The most vulnerable period for Life Sciences instrumentation ownership is during the first year – when everything is new and the learning curve is at its steepest.

The Start-up Service Plan is designed to smooth out that operator learning curve and provide standard preventive maintenance procedures from the get go - protecting your investment and optimizing the performance of your instrumentation in often hugely challenging workflows. It’s a Priority Service with cost predictability during the complex adoption phase.

It’s a great place to start.

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Start-up Care Service Plan

The benefits:

• Designed for new customers, a program that will flatten your user learning curve and provide preventive maintenance during your first year of new equipment ownership.

• Supplement standard warranty service with preventative maintenance, health check, and additional training. This ensures a smooth transition and reduces the learning curve during the new equipment adoption period.
### Beckman Coulter Care

**Packages Overview:**

<table>
<thead>
<tr>
<th>Year 1</th>
<th>LEVEL 1</th>
<th>Year 2+</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
<th>LEVEL 5</th>
<th>LEVEL 6</th>
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</thead>
<tbody>
<tr>
<td>Warranty</td>
<td>Standard coverage &amp; phone support</td>
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<tr>
<td>Start-Up Care</td>
<td>Peace of mind when an instrument is new</td>
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<td>Certified parts, labor and travel</td>
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<tr>
<td>Annual Preventive Maintenance</td>
<td>1 PM</td>
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<td>1 PM</td>
<td>2 PM</td>
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<td>On-site response time guarantee</td>
<td>3 Days</td>
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<td>3 Days</td>
<td>2 Days</td>
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<tr>
<td>Telephone/email technical support</td>
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<td>Annual health check visit</td>
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<tr>
<td>Reliability Updates</td>
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<td>5% Off</td>
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<tr>
<td>Annual basic operator on-site training</td>
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<tr>
<td>Operational Qualification Level 3</td>
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<td>Full Care Leasing Program</td>
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</tbody>
</table>

- **LEVEL 1**: Connect
- **LEVEL 2**: Preventive Plus 2
- **LEVEL 3**: Preventive Plus 1
- **LEVEL 4**: Preventive Plus 2
- **LEVEL 5**: Preventive plan with repair service
- **LEVEL 6**: Comprehensive

- **Included**
- **Optional**

**Notes:**

1. Within 100 miles of a Beckman Coulter service hub. Ask your local service representative about locations.
2. For Preventive Plus 2, you can choose 2 PMs, 1 PM and 1 repair call, or 2 repair calls. Labor and travel costs are covered for repair calls. Parts cost will be billed separately.
3. Typical for most areas. Contact your local service representatives for guaranteed response times in your location.
4. Reliability updates include hardware upgrades, software upgrades, and instrument modifications to recommended level.
5. Training doesn’t apply to Flow Cytometry instruments.

Product lines covered by these plans include Centrifuge, Particle Characterization, Automation, and Flow Cytometry. For Centrifuges, Start-Up and Comprehensive plans include rotor inspection and rotor service.

We’ve designed flexible options to suit the needs of any lab or operation. No matter which package you select, you’re making a choice to strengthen your investment.

Need help with the decision or more details? Contact us:
1-800-742-2345 or visit www.beckman.com

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