

CSS Analytical Co., Inc.
Return to CSS Factory for Repair Service
CSS PN. N30-0310

Services

- 1) During the period covered by the Return to CSS Factory Repair Service agreement, CSS will repair and return your covered instrument to your site typically within 24 hours after a call is placed to the CSS Customer Support Center, requesting *Return to CSS Factory Repair Service* and receipt of covered instrument. Calls must be made during the CSS working day. CSS working days are Monday through Friday, 8:00 am central standard time to 5:00 pm central standard time, excluding CSS holidays.
- 2) The customer is responsible for carefully packaging and shipping the covered instrument to CSS.
- 3) CSS will repair the customer's instrument and will be responsible for carefully packaging and shipping the instrument back to the customer.
- 4) If customer has agreed with CSS for the use of a Loaner, the customer is responsible for shipping the CSS loaner instrument back to CSS. See Customer responsibilities below.
- 5) Return to CSS Factory Repair Service is only available for specifically designated instruments.

Performance

- 1) Repair service includes the diagnosis and correction of a mechanical and electrical malfunction or failure. Repair will continue, uninterrupted, as long as the service technician determines that reasonable progress is being made toward making the chemical analysis instrument operational. If the service technician determines that additional parts or resources are required, repair services will be interrupted and will resume as soon as the parts and/or resources are available.
- 2) CSS provides the parts used for instrument repair. Replacement parts are new or equivalent; repairable replaced parts become the property of CSS.
- 3) Consumables are not included in the Return to CSS Factory Repair Service agreement. Any consumable products needed will be the responsibility of the customer. If desired, CSS can provide these consumable parts and invoice the customer.

Return to CSS Factory for Repair options

- 1) If the customer has purchased an on-site preventative maintenance agreement or an on-site service agreement from CSS on other chemical analysis instruments, the customer and CSS may mutually elect to have CSS perform the repair coincident with the other instrument preventative maintenance or on-site instrument repair service.
- 2) The customer and CSS may mutually agree to elect an "instrument exchange", where the customer will ship their failed instrument to the CSS factory, and CSS will ship a (CSS owned) working instrument to the customer. The customer's instrument then becomes the property of CSS.

Customer Responsibilities

- 1) The customer is responsible for carefully packaging and shipping the covered instrument to CSS.
- 2) If a loaner instrument is sent to the customer by CSS, the customer is responsible for shipping the CSS loaner instrument back to CSS. The CSS loaner instrument must be shipped, from the

customer's dock, within 5 days of receipt of the customer's repaired instrument. If the customer fails to ship the CSS loaner instrument within the allotted time the customer will be invoiced for the loaner instrument at the current CSS list price.

- 3) The customer must perform all self-test trouble shooting steps as outlined in the operating manual for the instrument prior to calling CSS for support.
- 4) The customer must provide in writing the model number, serial number, current failure symptoms and relevant failure history along with return shipping address with the customer's failed instrument.
- 5) The customer must provide a completed Environmental Health & Safety (EH&S), available on the CSS Web Site (www.cssco.com) with the customer's failed instrument.
- 6) The customer is responsible for maintaining a procedure external to the instrument for safe keeping of files, data and programs prior to shipping any instrument to CSS.
- 7) The customer is responsible for maintaining a procedure external to the instrument for reconstruction of lost or altered files, data and programs.