

CSS Analytical Co., Inc.
On-Site Instrument Repair Service
CSS PN. N30-0500

Services

- 1) During the period of the hardware support agreement, CSS will provide you with telephone access to the CSS Customer Support Centers. Customer support engineers will provide telephone assistance to isolate hardware problems with HP/Agilent chemical analysis instruments.
- 2) During the period of the hardware support agreement, a field service technician will travel to your site to repair chemical analysis instruments covered under the On-Site Instrument Repair Service agreement. All labor and travel costs are covered by the agreement. Parts used for the repair are also provided.
- 3) See appended documents for list of instruments covered in this agreement.
- 4) Some parts are excluded, see "General Terms of CSS Support Services" for exclusion.
- 5) Some products are not repaired on site, such as the HP 7673 Liquid Auto Sampler, printers, monitors and personal computers. These products are returned to CSS for repair. CSS reserves the right to have additional products returned to CSS for repair.

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 field service technician determines that reasonable progress is being made toward making the chemical analysis instrument operational. If the field 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. In some instances, remedies may consist of temporary procedures that you need to follow while a permanent solution is being sought.
- 2) With the On-Site Repair Instrument Repair Service, CSS provides the parts used by the field service technician for instrument repair. Replacement parts are new or equivalent; repairable replaced parts become the property of CSS.
- 3) Consumables are not included in the On-Site Repair Instrument Repair Service agreement.

Recommended Modifications and Reliability Enhancements

- 1) The field service technician may make modifications to your chemical analysis instruments that covered by the On-Site Instrument Repair Service agreement. Such changes are made to improve instrument serviceability or reliability. These services are performed at CSS expense. Any such charges are made during the period of coverage according to a mutually agreed upon schedule or coincident with instrument repair.

Performance Enhancements

- 1) The field service technician may make modifications to your chemical analysis

instruments to improve their performance. Under the On-Site instrument Repair Service agreement, these performance enhancements are performed at CSS expense. Such enhancements are made during the period of coverage according to a mutually agreed-upon schedule or coincident with instrument repair.

Customer Responsibilities

- 1) The customer is responsible for maintaining a procedure external to the instrument for safe keeping of files, data and programs prior to arrival of CSS personal to customer's site.
- 2) The customer is responsible for maintaining a procedure external to the instrument for reconstruction of lost or altered files, data and programs prior to arrival of CSS personal to customer's site.

Response Time

- 1) Response time for On-Site Instrument Repair Service is measured in elapsed coverage days from the day and time an On-Site Instrument Repair Service request is received to the day and time a field service technician arrives at your site. **In the United States the standard response time is from two to five CSS working days, which will be specified on the quotation.** CSS working days are Monday through Friday, 8:00 am central standard time to 5:00 pm central standard time, excluding CSS holidays.