

Guava Service, Training & Installation Plans

April 2006

Each Guava System is covered by a ONE (1) YEAR WARRANTY that begins at the time of system delivery. Guava Service Plans begin upon expiration of the one year warranty. To avoid expensive out of warranty repair costs and project delays, the purchase of a Guava Service Plan is recommended. Guava offers ONE and TWO YEAR SERVICE PLAN options for each of the Guava Systems. The TWO YEAR GUAVA SERVICE PLAN offers the best value, with a 20% savings compared to two consecutively purchased one year service plans. The plan details are outlined below. For pricing information, please refer to the current Guava Price List.

Guava PCA™ Service Plan Options

| | One Year Warranty | One Year Service Plan | Two Year Service Plan |
|---------------------------|-----------------------|-----------------------|-----------------------|
| Catalog No. | NA | 0500-0360 | 0500-1770 |
| Parts and Labor | All covered | All covered | All covered |
| Software Upgrades | Included | Included | Included |
| Loaner Instrument* | Within 2 days | Within 2 days | Within 2 days |
| Flow Cells | System ships with two | One | Two |
| Call Center | Unlimited calls | Unlimited calls | Unlimited calls |

Guava PCA-96 Service Plan Options

| | One Year Warranty | One Year Service Plan | Two Year Service Plan |
|---------------------------------|-----------------------|-----------------------|------------------------------|
| Catalog No. | NA | 0500-0380 | 0500-1780 |
| Parts and Labor | All covered | All covered | All covered |
| Software Upgrades | Included | Included | Included |
| Loaner Instrument* | Within 2 days | Within 2 days | Within 2 days |
| Flow Cell | System ships with two | One | Two |
| Call Center | Unlimited calls | Unlimited calls | Unlimited calls |
| Preventative Maintenance | NA | Once per year | Once per year (two total) |

Guava EasyCyte™ Mini Service Plan Options

| | One Year Warranty | One Year Service Plan | Two Year Service Plan |
|---------------------------|-----------------------|-----------------------|-----------------------|
| Catalog No. (Base) | NA | 0500-1580 | 0500-1790 |
| Catalog No. (SSC) | NA | 0500-1800 | 0500-1810 |
| Parts and Labor | All covered | All covered | All covered |
| Software Upgrades | Included | Included | Included |
| Loaner Instrument* | Within 2 days | Within 2 days | Within 2 days |
| Flow Cell | System ships with two | One | Two |
| Call Center | Unlimited calls | Unlimited calls | Unlimited calls |

*A loaner instrument, either a Guava PCA or Guava EasyCyte Mini, will be provided if your system is not operational within 2 business days from time of initial field visit.
NA=Not Applicable.

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Guava EasyCyte Service Plan Options

| | One Year Warranty | One Year Service Plan | Two Year Service Plan |
|---------------------------------|-----------------------|-----------------------|------------------------------|
| Catalog No. (Base) | NA | 0500-1050 | 0500-1820 |
| Catalog No. (SSC) | NA | 0500-1830 | 0500-1840 |
| Parts and Labor | All covered | All covered | All covered |
| Software Upgrades | Included | Included | Included |
| Loaner Instrument* | Within 2 days | Within 2 days | Within 2 days |
| Flow Cell | System ships with two | One | Two |
| Call Center | Unlimited calls | Unlimited calls | Unlimited calls |
| Preventative Maintenance | NA | Once per year | Once per year (two total) |

Guava Training Plan Options

| Training Type | Initial Instrument & Assay Training | Introductory On-Site Training | Advanced On-Site Training | Remote Web-Based Training for New Assays |
|--------------------|-------------------------------------|--|--|--|
| Catalog No. | 0500-0440 (PCA, EasyCyte Mini) | 0500-1690 up to three trainees | 0500-1680 up to three trainees | NA |
| | 0500-0450 (PCA-96, EasyCyte) | 0500-0430 for each additional trainee | 0500-0430 for each additional trainee | |
| Location | At your facility | At your facility | At your facility | Remote web-based live interactive session |
| Length | Half day | Half day | Full day | One (1) hour |
| Price | Included with system purchase | Refer to current Guava Price List | Refer to current Guava Price List | Included with purchase of optional software modules. |

*A loaner instrument, either a Guava PCA or Guava EasyCyte Mini, will be provided if your system is not operational within 2 business days from time of initial field visit.
NA=Not Applicable.

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Guava Product Relocation and Installation Plan

If your laboratory is relocating, we highly recommend that you have a certified Guava Field Service engineer reinstall the system for you. This is to ensure that your Guava system continues to function properly. Guava will provide you with the appropriate packing materials required for shipment. Once the system is at the new location, the Guava Field Service Engineer will install the system and perform a preventative maintenance check.

| Relocation & Installation Plan | |
|---------------------------------|--|
| Catalog No. | 0500-1710 |
| Packing Materials | System will be packed by customer. If original packing materials are not available, Guava will send new packing materials to ensure safe shipment. |
| Installation | Performed by Guava Field Service Engineer |
| Preventative Maintenance | Performed by Guava Field Service Engineer |
| Price | Refer to current Guava Price List |

| Preventative Maintenance Check List | PCA | EC Mini | PCA-96 | EasyCyte |
|--|-----|---------|--------|----------|
| Inspect and clean mirrors | √ | √ | √ | √ |
| Inspect and clean photomultiplier tubes (PMTs) | √ | √ | √ | √ |
| Inspect and clean all fluid connections | √ | √ | √ | √ |
| Inspect and clean the capillary window | √ | √ | √ | √ |
| Inspect and check all wiring connections | √ | √ | √ | √ |
| Replace waste bottle and waste tubing | √ | √ | √ | √ |
| Inspect pump operation | √ | √ | √ | √ |
| Check and verify laser output | √ | √ | √ | √ |
| Replace flow cell tubing | √ | √ | √ | √ |
| Perform Guava Check for system validation | √ | √ | √ | √ |
| Inspect and replace fan filter | NA | NA | √ | √ |
| Inspect and cycle the tray motors | NA | NA | √ | √ |
| Replace mixer paddle and check alignment | NA | NA | √ | √ |
| Check tray height and calibration | NA | NA | √ | √ |
| Inspect and lubricate mixer motor and lead screw | NA | NA | √ | √ |
| Inspect, clean, & lubricate tray linear rail | NA | NA | √ | √ |

NA=Not Applicable