

# Non-GMP Service Plan

NucleoCounter<sup>®</sup> NC-200<sup>™</sup>



## ChemoMetec Service Plans

ChemoMetec is dedicated to keeping your instruments and software qualified, validated and up to date.

With the Service Plan package, have peace of mind knowing that every year you will receive outstanding, direct support for your instrument.

Regular qualification of your instrument ensures it stays in optimal working condition and remains compliant.

## Service Plan features

### On-site Validation with Specialized Qualification Kits

Our FAS or service engineers will perform instrument maintenance and IQ/OQ/PQ testing on-site Monday-Friday, 8-17 (8 am – 5 pm local time), approximately 9 - 11 months after installation and every 12 months after that, using an included specialized qualification kit.

We will contact you at least one month before the planned validation to organize the visit.

### Enhanced warranty including free repairs

This warranty covers defects or breakdowns caused by wrong installation, handling and storage, unintended use, lack of reasonable maintenance or operation by you as the buyer, your agent or representative. This warranty also covers all costs for transportation of instruments to and from our facilities for repair.

### Expert Consultation Session

Book a 45-minute session with one of our expert Field Application Scientists (FAS) to discuss your NucleoCounter® operation, FAQ or SOP revisions. Our FAS team can also assist with overall data quality evaluation, counting protocol selection, and method validation strategies. Whether your questions are technical or biological, our Ph.D.-trained specialists are ready to share their extensive field experience and practical tips to help you overcome common challenges in cell counting.

### Priority access to specialists

Our experienced Field Application Scientists (FAS) are our first line support. They are certified and expertly trained to identify, isolate and resolve even the most challenging issues.

During office hours, you have direct access to our FAS, who will address your case as a top priority. After hours, you can reach out to [service@chemometec.com](mailto:service@chemometec.com) to resolve any issues and your local FAS will respond in a timely manner.

## Service Plan Term

The Service Plan starts from the invoice date and is valid for one year.

Before your Service Plan term ends, we are on-hand to discuss your future requirements.\*



\*The Service Plan renews annually. The Customer will receive an annual notice prior to automatic renewal. At this time, the Customer will have the option to opt out.

## About Us

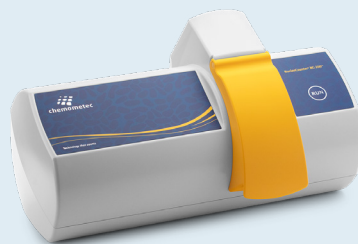
ChemoMetec is a worldwide leading manufacturer of cell counting and analysis equipment.

We specialize in developing and producing high-precision instrumentation, delivering consistent data for thousands of customers across biotech, pharma and academic segments.

Designed, manufactured and tested in Denmark, our instruments and consumables are built with quality materials and dedicated expert workmanship.

Our patented technology ensures high-quality analysis, consistency between instruments and elimination of user variation. Known for their reliability, high precision and one line software, our instruments enable expert and novice users alike, to experience advanced cell analysis in a single click.

Rapidly becoming recognized globally as the gold standard for cell count and viability analysis, our technology delivers the highest level of consistency and precision, ensuring our instrumentation is 21 CFR Part 11-ready for your compliance needs.



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