

# Stay focused. Stay productive. We will keep you on track.



Unexpected system interruptions are costly and may lead to delays in critical program timelines. Singulex has the expertise and experience to ensure that your project stays on track. A selection of Singulex service options allows you to maximize system availability while choosing the level of support that is right for your laboratory's needs and budget.

Service Plan	Description	Benefits
Sgx PLATINUM (96-0007)	The Sgx Platinum Plan is comprehensive and provides you with complete assurance to maximize your laboratory efficiency and maintain your project workflow. The Sgx Premier Plan goes beyond instrument maintenance through unparalleled access to Singulex experts, and is ideal for the lab who wants to ensure overall project success.	<ul style="list-style-type: none"><li>• Priority Technical Support</li><li>• After Hours Technical Support</li><li>• Scheduled 6-month and 12-month PM service</li><li>• On-site repairs, including parts, labor and travel</li><li>• Software Updates</li><li>• On-site application support</li><li>• Loaner Service for HydroFlex Microplate Washer (if purchased through Singulex)</li><li>• Discounted Technical Consultation Services</li></ul>
Sgx GOLD (96-0020)	The Sgx Gold Plan is designed to keep you running during critical projects with fast response from highly-skilled service engineers should your instrument require attention. Priority and afterhours access to Singulex technical specialists make this the ideal solution for labs who depend on their instrument and need to reduce the risk of unplanned downtime.	<ul style="list-style-type: none"><li>• Priority Technical Support</li><li>• After Hours Technical Support</li><li>• Scheduled 12-month PM service</li><li>• On-site repairs, including parts and labor</li><li>• Discounted services, including on-site applications support, technical consultations and software upgrades</li></ul>
Sgx SILVER (96-0021)	The Sgx Silver Plan is the ideal solution to maintain instrument performance within a limited budget. Scheduled 6-month and 12-month Preventative Maintenance services ensure that your instrument is running properly and ready to support current or future-planned projects without worry.	<ul style="list-style-type: none"><li>• Priority Technical Support</li><li>• Scheduled 6-month and 12-month PM service</li></ul>

**Table 1. Service and Support Programs At-A-Glance (North America)**

SERVICE AND SUPPORT PROGRAMS	PLATINUM	GOLD	SILVER	Time/Materials
<b>Technical Support - Email and Telephone</b>				
Routine Technical Support (Instrument and Immunoassay)	Included	Included	Included	Included
Priority Technical Support (6am–5pm Pacific Time)	Included	Included	Included	N/A
After Business Hours Technical Support	Included	Included	N/A	N/A
<b>Preventative Maintenance</b>				
6-Month PM & Certification	Included <sup>[1]</sup>	\$6,500	Included <sup>[1]</sup>	\$6,500
12-Month PM & Certification	Included <sup>[1]</sup>	Included <sup>[1]</sup>	Included <sup>[1]</sup>	\$7,000
<b>On-Site Repair Services</b>				
On-Site Repair Labor	Included	Included	\$395/hour	\$395/hour
Travel Expenses	Included	\$500/day <sup>[2]</sup>	\$500/day <sup>[2]</sup>	\$500/day <sup>[2]</sup>
Repair Parts	Included	Included	Billable	Billable
Priority Scheduling (48 hours)	Included	N/A	N/A	N/A
<b>Software Updates</b>				
Software Updates	Included	Included	Included	Included
Software Upgrades	Included	20% Discount	\$6750/license	\$6750/license
<b>Consultation Services</b>				
System Automation	20% Discount	10% Discount	\$395/hour <sup>[3]</sup>	\$395/hour <sup>[3]</sup>
LIS Integration	20% Discount	10% Discount	\$395/hour <sup>[3]</sup>	\$395/hour <sup>[3]</sup>
IQ/OQ Installation	20% Discount	10% Discount	\$395/hour <sup>[3]</sup>	\$395/hour <sup>[3]</sup>
21CFR <sub>p11</sub> Software Tools	20% Discount	10% Discount	\$395/hour <sup>[3]</sup>	\$395/hour <sup>[3]</sup>
<b>On-Site Applications Support</b>				
Immunoassay Applications & Training	Included <sup>[4]</sup>	20% Discount	Billable	Billable
<b>Other</b>				
Hydroflex Microplate Washer Loaner System <sup>[5]</sup>	Included	N/A	N/A	N/A

[1] Includes travel.

[2] Maximum daily travel rate for scheduled services. Rush service may incur additional costs.

[3] Does not include travel.

[4] Maximum 16 hours per contract. Time exceeding 16 hours charged at billable rate (\$395/hour).

[5] Supports Tecan washer depot service. Placement within 24 hours upon availability. Hydroflex washer must have been purchased through Singulex.

Note: Lapse in Erenna Immunoassay System warranty or service contract will require a 12-Month PM & certification to qualify for purchase of a new service plan.