

## TYPE OF SERVICE COVERAGE

<b>GOLD / WARRANTY COVERAGE</b>	<p>Gold / warranty coverage is the most extensive coverage that we offer. It features the same extensive coverage than the original warranty covering each instruments we sell. The Gold coverage is limited to instruments that are 5 years old and less. Following the initial 5 years, instruments can be covered by a silver coverage (detailed below).</p> <p>Included with this coverage:</p> <ul style="list-style-type: none"> <li>• Instruments repair including parts and labor.</li> <li>• 1 Preventive maintenance / calibration (including parts and labor).</li> <li>• Unlimited telephone support inquiries.</li> <li>• Additional training if required.</li> </ul>
<b>SILVER COVERAGE</b>	<p>Silver coverage is the most extensive coverage for instruments that are more than 5 years old and until parts are available from the manufacturer.</p> <p>Included with this coverage:</p> <ul style="list-style-type: none"> <li>• Instruments repair including labor.</li> <li>• Rebate of 20% on instrument repair parts.</li> <li>• 1 Preventive maintenance / calibration if required. (maintenance parts and labor included)</li> <li>• Unlimited telephone support inquiries.</li> </ul>
<b>BRONZE COVERAGE</b>	<p>Bronze coverage is the basic coverage for instruments that are more than 5 years old until parts are available from the manufacturer.</p> <p>Included with this coverage:</p> <ul style="list-style-type: none"> <li>• 1 Preventive maintenance / calibration if required (maintenance parts and labor included)</li> <li>• Instruments repair benefit from 10% rebate on parts and labor costs.</li> <li>• Unlimited telephone support inquiries.</li> <li>• Time limit: until spare parts are available from the manufacturer.</li> </ul>