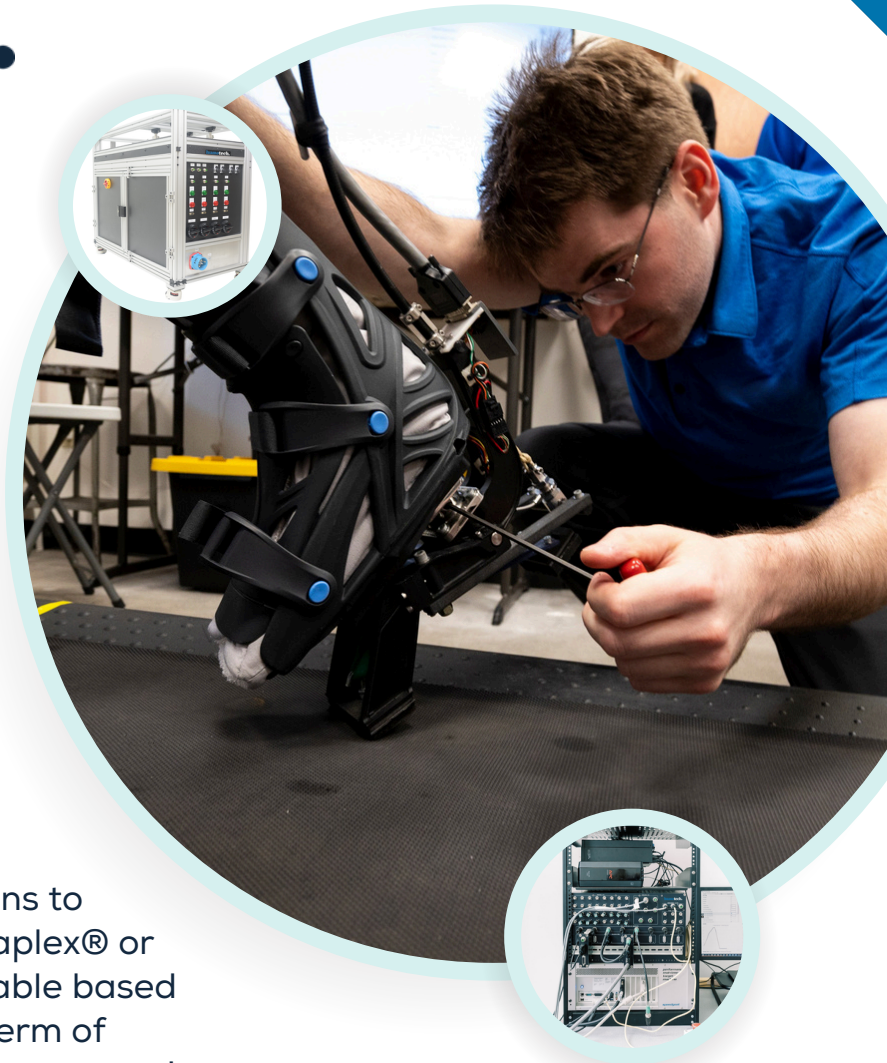


Technical Service Plans

Technical service plan options to ensure success with your Caplex® or OSL system. Costs are variable based on system complexity and term of service. Please contact us for a quote!



Basic

\$

- ✓ Tech Support (limited hours / month)
- ✓ Warranty

Not offered for systems with custom development.

Essential

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- ✓ Tech Support
- ✓ Warranty
- ✓ Software Updates
- ✓ Consumables & Calibrations

Not available for the Open Source Leg.
Not offered for systems with custom development.

Pro

\$\$\$

- ✓ Priority Tech Support (48-hour response)
- ✓ Warranty
- ✓ Priority Software Updates
- ✓ Consumables & Calibrations
- ✓ Recurring working sessions dedicated to topics of your choice

Not available for the Open Source Leg.



Annual Technical Support Plans

FOR EXISTING CAPLEX® SYSTEM CUSTOMERS ONLY

Technical Support

Lite \$3,600 Tech Support (2 hours / month)	Deluxe \$9,000 Tech Support (5 hours / month)	Ultimate \$18,000 Priority Tech Support (10 hours / month, 48-hour response)
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Retraining + Technical Support

Lite \$4,800 Tech Support (2 hours / month) 4 hour virtual re- training	Deluxe \$10,200 Tech Support (5 hours / month) 4 hour virtual re- training	Ultimate \$22,800* Priority Tech Support 10 hours / month, 48-hour response) 2 day intensive in- person re-training
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*Travel expenses will be
added to-all in-person
trainings