



# *Extended Service Agreements for the elan2 Office Liquid Nitrogen Generators*

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## *Overview*

MMR Technologies recognizes the critical nature of our customer's requirement for liquid nitrogen for research applications, tissue and biological sample preservation, or clinical applications. We're committed to providing the highest-quality tools that yield maximum reliability and performance. That is why every elan2 Liquid Nitrogen Generator system includes a standard Two Year Limited Warranty Agreement with:

- Access to MMR Technologies' Technical Support through phone and email
  - Phone: +1 (650) 962-9620
  - Email: support@elan2.com
- Planned Maintenance
- On-Site Service Visits, when required

For more information on the specifics of the Limited Warranty Agreement, please contact sales@elan2.com or visit our website [www.elan2.com](http://www.elan2.com) and download a copy of the Agreement.

In addition to the Two Year Limited Warranty, MMR Technologies' offers two levels of Extended Service Agreements that enable you to select the best plan to fit your needs, ensuring maximum protection for your investment.

## *Requirements to Entering Into an Extended Service Agreement*

For the elan2 System to be placed under an extended service agreement, the unit must meet the following conditions:

1. Must be located within the United States or Canada.
2. Must be installed in a location that meets the Facilities Requirements for the specific model of elan2 Liquid Nitrogen Generator.
  - a) To obtain the latest version of facilities requirements, please contact support@elan2.com or visit our website at [www.elan2.com](http://www.elan2.com) to download a copy of the Facility Requirements.
3. Must be already under warranty or an extended service agreement.
  - a) If the system is not currently under warranty or service agreement and is more than 15 days outside of the warranty or service agreement period, the system must be certified by MMR Technologies as in excellent operating condition.

- i) This will entail either a return-to-factory evaluation and refurbishment of the system at the end-user's expense or an on-site evaluation and refurbishment of the system at the end-user's expense.
  - If the unit cannot be refurbished on site - it will be shipped back to the factory at the end-user's expense.
  - Default shipping methods are using a ground carrier unless otherwise requested in writing by the end-user.
- ii) A minimum evaluation charge for return to factory evaluation would be \$645 USD. The end-user would be responsible for all shipment costs of the instrument to and from MMR Technologies.
  - A detailed estimate of additional costs for repair would be sent to the end-user for approval prior to refurbishment being completed at MMR Technologies.
  - Default shipping methods are using a ground carrier unless otherwise requested in writing by the end-user.
- iii) For on-site evaluations and repairs there would be a minimum charge of \$645 (3 hour visit, with additional hourly charges of \$215) plus a flat rate travel fee based on the location of the end-user site..
  - An evaluation and cost of additional refurbishment or repairs required will be provided to the end user for approval prior to the completion of any repairs.

**NOTE:**

Some repairs cannot be made in the field and will result in the shipment of the unit back to MMR Technologies. In these cases the in house evaluation charge will be waived.

- 4. The system operation must be according to the requirements published in the Facilities Requirement documentation and User Operating Manuals.
  - a) Damage to the units as a result of improper operation or environmental conditions outside of the recommendations will not be covered under warranty or extended service agreement.

*Available Extended Service Agreement Packages*

**TABLE 1-1. Pricing Table for the elan2 Office Liquid Nitrogen Extended Service Agreements**

PART NUMBER	INSTRUMENT	DESCRIPTION	PRICING PER YEAR
EOWSP	elan2 Office Generator	Silver Extended Service Agreement	\$1,050
EOWGP	elan2 Office Generator	Gold Extended Service Agreement	\$1,775

**Silver Extended Service Agreement**

This service includes:

- 1 package of filters (qty 12) for monthly replacement

- 1 Air Compressor Swap out at the 11 to 12 month time period for the Agreement period - MMR Technologies will ship via Ground Shipment a refurbished air compressor to the customer site, along with new tubing to go between the elan2 system and air compressor.
  - The customer is responsible for swapping out the air compressors, and repacking the old air compressor up and dropping it off at FedEx using the provided return shipping label.

**NOTE:**

Any air compressor not received back at MMR Technologies within 30 days of receipt will result in the customer being charged \$3500 for the cost of the replacement air compressor.

- Any service parts required for the repair of the instrument<sup>1</sup>
- Phone support or email support within 1 business day of an issue - with troubleshooting documentation provided as required.
- Parts shipped to the end-user if a simple replacement or swap out is required. Parts will be shipped using 2nd day delivery service - and a return label will be provided for the return shipment via ground.
- Evaluation fee is waived for return-to-factory repairs and on-site visits.<sup>2</sup>
  - Labor rates beyond the system evaluation are charged at a rate of \$180/hour
  - End-User is responsible for all costs of shipping the system to and from MMR Technologies.
  - If on-site service is requested, the end-user will be responsible for a flat rate travel fee.
- MMR Technologies will provide any service parts required using 2<sup>nd</sup> day delivery service. MMR Technologies will pay the costs of shipping service parts.<sup>3</sup>
- Silver Extended Service Agreements will be given priority service over non-warranty systems.
- This service agreement does not cover any consumable costs or reimbursement for liquid nitrogen delivery if required.

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1. As long as the instrument is operated per the instructions found in the User Manual and operated in an acceptable environment (temperature, humidity, space, and electrical requirements)

2. If instrument evaluation shows the damage or problem was a result of improper usage, or usage counter to that listed in the User Manual, or Facilities Requirements Document, the service agreement will not cover any repair costs or other costs associated with this damage.

3. Phone support will always be performed first to determine if simple troubleshooting will solve the problem. In the majority of the cases, simple troubleshooting will fix the problem.

## Gold Extended Service Agreement

This service includes:

- 1 package of filters (qty 12) for monthly replacement
- Any service parts required for the repair of the instrument.<sup>1</sup>
- 1 Air Compressor Swap out at the 11 to 12 month time period for the Agreement period - MMR Technologies will ship via Ground Shipment a refurbished air compressor to the customer site, along with new tubing to go between the elan2 system and air compressor.
  - The customer is responsible for swapping out the air compressors, and repacking the old air compressor up and dropping it off at FedEx using the provided return shipping label.

### NOTE:

- Any air compressor not received back at MMR Technologies within 30 days of receipt will result in the customer being charged \$3500 for the cost of the replacement air compressor.
- Phone support or email support within 1 business day of an issue - with troubleshooting documentation provided as required.
  - Evaluation fee is waived for return-to-factory repairs and on-site visits.
    - All labor fees are waived.<sup>4</sup>
    - End-User is responsible for the cost of shipping the system to MMR Technologies. MMR Technologies will pay for the return shipment to the end-user..<sup>3</sup>
    - If on-site service is requested, the end-user will be responsible for a flat rate travel fee.
  - MMR Technologies will provide any service parts required using standard second day delivery service (where available).<sup>1</sup>
  - MMR Technologies will reimburse the end-user for one shipment of liquid nitrogen to the office - as long as prior written authorization is received by the end user. MMR Technologies reserves the right to dictate the supplier for the liquid nitrogen delivery. MMR Technologies further reserves the right to decline to reimburse liquid nitrogen delivery that was not authorized in writing prior to ordering by the end user.
    - The invoice should be submitted to MMR Technologies within 30 days of the shipment.
  - Gold Extended Service Agreements will be given priority service over Silver Extended Service Agreements and non-warranty systems.

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4. If instrument evaluation shows the damage or problem was a result of improper usage, or usage counter to that listed in the User Manual, or Facilities Requirements Document, the service agreement will not cover any repair costs or other costs associated with this damage.