

# Non-GMP Service Plan

NucleoCounter® NC-202™



## 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

#### Priority access to specialists

Our experienced Field Application Scientists (FAS) are first line support, and will address your case as a top priority. Our FAS are certified and expertly trained to identify, isolate, and resolve even the most challenging issues. You have direct access to our FAS during office hours. 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.

#### 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 the Buyer, Buyer's agent or representative. This warranty also covers all costs for transportation of instruments to and from our facilities for repair.

#### On-site service check with service kit

Our FAS will perform instrument maintenance and IQ/OQ/PQ testing on-site approximately 9-11 months after installation and every 12 months thereafter. ChemoMetec will contact the customer at least one month before the planned service check to organize the visit. We provide test kits for the on-site service check.

## 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.



### **ChemoMetec A/S**

Gydevang 43  
3450 Allerød  
Denmark  
Phone: +45 48 13 10 20  
CVR-nr. 19 82 81 31

### **ChemoMetec Inc.**

3920 Veterans Hwy- Suite 3  
Bohemia, NY 11716  
United States  
Phone: +1 631-676-4237  
Corporation No: 3317355

### **Contact**

[www.chemometec.com](http://www.chemometec.com)  
[contact@chemometec.com](mailto:contact@chemometec.com)

### **Disclaimer**

The material in this document and referred documents is for information only and is subject to change without notice. While reasonable efforts have been made in preparation of these documents to assure their accuracy, ChemoMetec A/S assumes no liability resulting from errors or omissions in these documents, or from the use of the information contained herein.

ChemoMetec A/S reserves the right to make changes in the product design without reservation and without notification to its users.