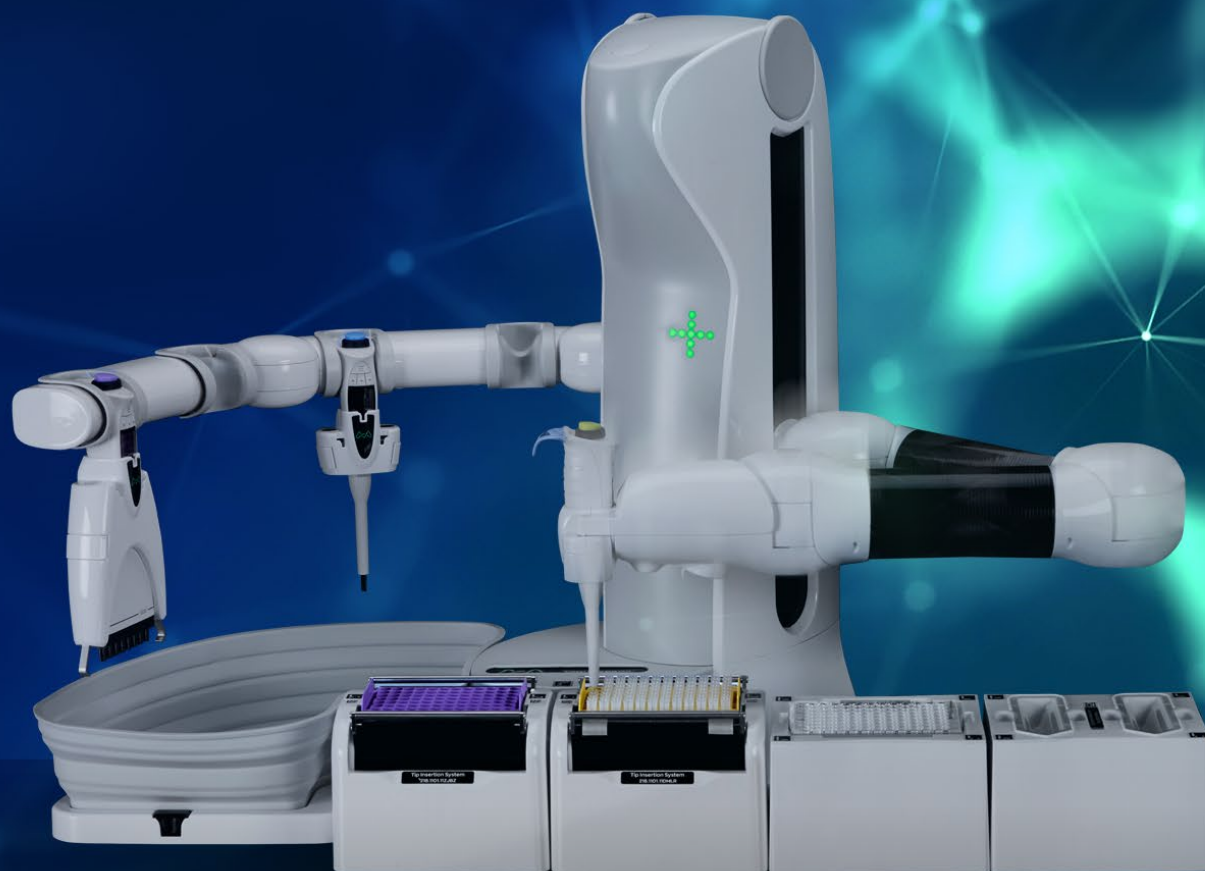


FlexCHOICE mySystem Coverage

Service and support that
makes sense from day one.



FlexCHOICE™ SERVICE & SUPPORT WITH PERFORMANCE MAINTENANCE

Optimize your Andrew+™ Instrument uptime by ensuring your instrument is covered for any issue that may arise during instrument ownership and optimize performance with annual performance maintenance visits in year two and beyond.

- On-site repair service OR Priority Return to the Waters Lab Automation Service Depot for repair
 - Labor and Travel for repair calls covered
 - Genuine Waters Quality Parts™ covered
 - Loaner unit provided when available
- Access to Waters Certified Field Service Engineers/Specialists
- Priority¹ Waters Lab Automation Technical Remote Support
- One on-site Performance Maintenance visit per year included
 - OneLab™ Software update for Standalone Server deployments included (update done during the Performance Maintenance on-site visit)
- Hardware upgrades discounted 20%
- Educational Services discounted 15%

FlexCHOICE SERVICE & SUPPORT ONLY

Control your lab's operating costs by ensuring that your Andrew+ Instrument is covered for any major repair that may arise during instrument ownership.

- On-site Repair OR Priority Return to the Waters Lab Automation Service Depot for major repairs covered
 - Loaner unit provided when available
 - Labor and Travel for major repair calls covered
 - Genuine Waters Quality Parts for major repair parts covered
- Priority¹ Waters Lab Automation Technical Remote Support

FlexCHOICE PERFORMANCE MAINTENANCE ONLY

Maximize the uptime of your Andrew+ Instrument with a once per year scheduled performance maintenance service.

- One Annual Performance Maintenance visit per year
 - Labor and Travel covered
 - Genuine Waters Quality Parts covered
 - OneLab Software update for Standalone Server deployments included (update done during the Performance Maintenance on-site visit)
- Priority¹ Waters Lab Automation Technical Remote Support

¹Priority over non-plan customers.

WHICH COVERAGE IS RIGHT FOR YOUR LAB?

FlexCHOICE For Andrew+ SIDE BY SIDE COMPARISON

Parts and Service Feature	FlexCHOICE Service and Support with Performance Maintenance (24 months+)	FlexCHOICE Service and Support only (12 months+)	FlexCHOICE Performance Maintenance (one-time service)
Remote Support	●	●	—
Labor and Travel	●	● For major repair parts only	● For PM visit only
Repair Service Parts*	●	● For major repair parts only	—
Performance Maintenance (1 visit per year)	●	—	●
Loaner Unit Provided When Available (if onsite repair not possible)	●	●	—
Software Updates (for standalone server)	● During the PM visit	—	● During the PM visit
Hardware Updates Discount	20%	—	—
Educational Services Discount	15%	—	—

*Andrew+ Robot Arm failure is covered under the Waters Service Plan for up to 1,000,000 operational cycles. If there is an Andrew+ Arm failure after 1,000,000 operational cycles, certain arm components (robot arm shoulder, elbow, and wrist motors, CAN motor cables, and arm tubes) are no longer covered under the Waters Service Plan, and the arm must be replaced at the Waters Lab Automation Service Depot as a billable activity.

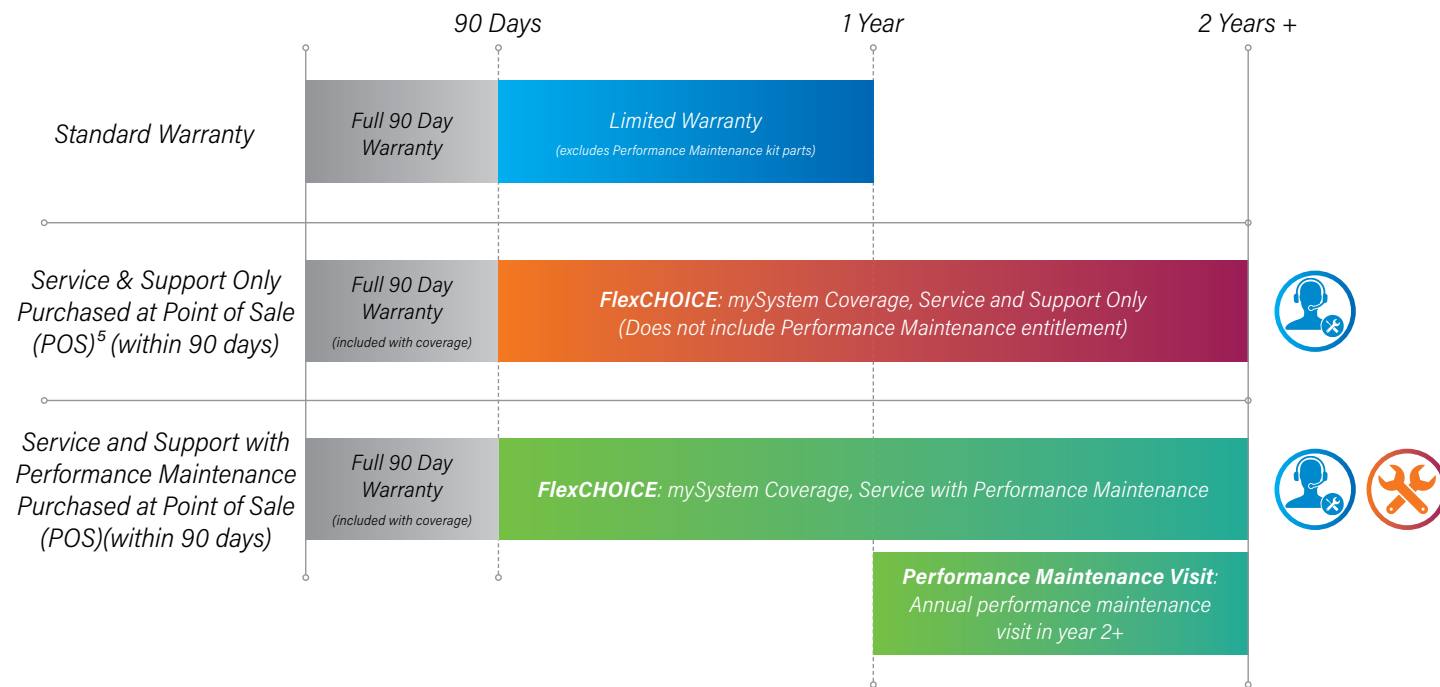
Ready to learn more? Visit us online to learn how Waters FlexCHOICE can help your lab meet operational requirements while controlling costs.

waters.com/FlexCHOICE

FlexCHOICE COVERAGE TIMELINES

WATERS FlexCHOICE: mySystem COVERAGE

Optimize your laboratory productivity while considering your budget with Waters range of service coverages. Through the Waters partnership with FlexCHOICE: mySystem Coverage, control costs and safeguard your Andrew+ Instrument by choosing the right options to fit your lab's unique needs.



FAQ

When does my coverage start for the FlexCHOICE Service and Support options?

If you buy the FlexCHOICE service and support with Performance Maintenance plan together with a new Andrew+ Instrument, or within 90 days of your Andrew+ purchase, the 90-day full warranty is extended to cover the system through the initial 12-month period, providing a minimum of 24-months full service and support coverage. The FlexCHOICE Performance Maintenance only service can only be purchased after the warranty period is over, it cannot be purchased together with an instrument.

How many years of coverage can I buy together with my Andrew+ Instrument?

Up to 4 years (48 months) maximum when purchased together with an Andrew+ Instrument. Together with the warranty, this adds up to 5 years of service coverage. Additional years can be purchased at a later time.

Does the Andrew+ FlexCHOICE coverage also cover peripheral items associated with the Andrew+ Instrument?

No. Only the Andrew+ Instrument is covered by the FlexCHOICE coverage options described in this document. Here are some examples of peripheral items that are not covered (non-exhaustive list): Pipette+™ Stand, Waters Pipettes, Dominos, and Connected Devices.

Can I purchase an Andrew+ FlexCHOICE plan if my robot is no longer under warranty?

Yes. All the FlexCHOICE Service Plans are available for purchase anytime during which your Andrew+ Robot model is in full or sustaining support level!¹

How much do each of these service offerings cost ?

Contact your local Waters Automation Sales Specialist, Waters Service Sales and Support Team for more information about pricing. Here are a few different ways to reach us:



help.andrewalliance.com



aa_support@waters.com

What is an « operational cycle » for the Andrew+ Robotic Arm ?

An operational cycle for the Andrew+ Robotic Arm is a metric that allows the Waters Service & Support Team to determine your robot usage statistics. Operational cycles are based on time, arm motor movements, distance the arm has moved (in km), motor cycles and other variables. The arm operational cycles of your Andrew+ Robot are visible in OneLab at any time.

What happens when the Andrew+ Robot exceeds 1 million operational cycles ?

When a robot exceeds 1 million operational cycles, specific parts of its arm (motors, CAN motor cables and arm tubes) have reached their expected lifetimes. A failure of any of these parts after 1 million operation cycles will not be covered under FlexChoice.² Beyond 1 million cycles, you may select to:

- Buy a new unit at a discounted price
- Preventatively replace the arm of your existing unit by sending it to the closest repair center (as a billable service)
- Keep using your system until a failure occurs

How much is 1 million operational cycles in terms of instrument usage ?

It is difficult to provide a specific number as the operational cycle metric consists of multiple variables that depend on each executed experiment. That said, 1 million operational cycles is a considerable number and we do not expect our customers to reach this number before 5 years of normal use. You can monitor the arm operational cycles of your Andrew+ Robot in OneLab at any time.

¹ An inspection and repairs for pre-existing failures may be required prior to start of coverage.

² Please note that all other parts besides arm motors, CAN motor cables and arm tubes will remain covered by your FlexChoice contract even after 1 Million operational cycles.

waters.com/FlexCHOICE

For your local sales
office, please visit
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