

Q-Sense Service & Support Contract

● PREVENTIVE MAINTENANCE SERVICE

An annual preventive maintenance service check ensures optimal performance and data generation of your Q-Sense instrument. It includes, in addition to a general performance testrun, a complete disassembly and review of flow modules including replacement of rear side o-ring and gold wiring, electrode pins as well as contact plates on the chamber platform. A complete new setup of consumables (tubing, o-rings, gaskets) is included. All other parts judged defective by Q-Sense will be repaired or replaced, and will be invoiced separately. ● ● ●

SERVICE CONTRACT, LEVEL 1

- Annual preventive maintenance check
- Free labor time
- 50% discount on replacement parts

PRIORITY SERVICE

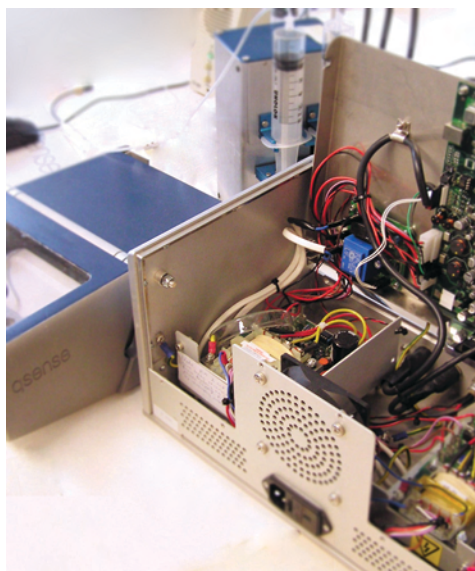
- Coverage for breakdown service: unlimited labor time included
- Priority over non-agreement customers

- 50% discount on replacement parts

- Chamber, electronics unit or flow modules can be rented during repair

DATA ANALYSIS SUPPORT

- Online one-to-one shared desktop data analysis support, 5h



SERVICE CONTRACT, LEVEL 2

- Includes Level 1, plus:
- Free loaners during breakdowns
- Free replacement parts
- Priority over lower contract customers

www.q-sense.com