

Synoptics Support Policy

Effective Date: 1st October 2024

Effective from 1st October 2024, Synoptics Ltd. is introducing a new support policy designed to enhance our service offerings and ensure our customers receive consistent, high-quality support for their instruments. This policy outlines comprehensive warranty coverage for new purchases, detailed support structures for instruments up to 10 years old, and specialised provisions for older devices. By implementing clear guidelines, we aim to streamline the support process, offer valuable service packages, and provide transparent and predictable support costs for all our customers.

Notes:

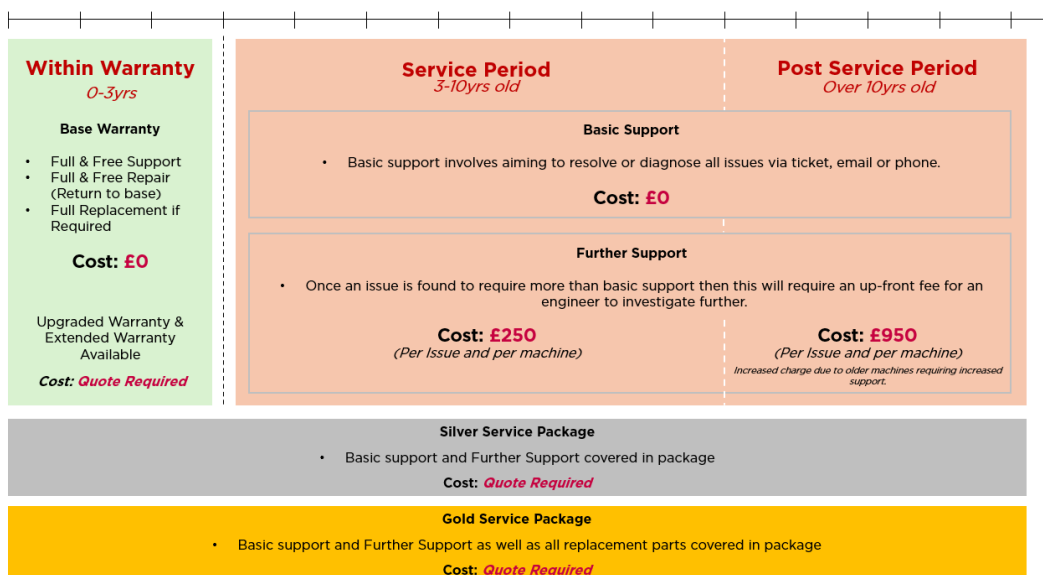
- Any support cases received before 1st Oct 2024 will be actioned as per our current policy.
- There have been no changes to warranty coverage or service contracts. All details on these below simply reiterate our current policies in conjunction with our support policy.
- This policy change is only regarding Synbiosis products and Syngene Chemiluminescence and Fluorescence products. Gallenkamp, Fistreem and Airclean products continue with the current support policy. An update to this policy will be released in due time to include these lines as well.

1. Overview

The key change to the policy is viewing our Synbiosis and Syngene (Darkrooms) by life stage. Every Synoptics instrument will have three life stages.

- **Warranty Period** - From purchase until unit warranty expiry (Duration varies by unit), (Note: it is possible to purchase an extended warranty which will extend this period by 1 year).
- **Service Period** - From the units end of warranty until the unit's 10yr operating point.
- **Post Service Period** (+10yrs) - All instruments over 10yrs old.

All support tickets received will be categorized by these 3 stages. All instruments within warranty will be supported as per current policy. However, instruments within the Service Period and Post Service Period may incur fees for more complex support requirements. The diagram below shows an overview of this.



2. Warranty Period

- **Definition**
 - Devices within their warranty period (usually 0-3yrs depending on unit)
- **Devices within the Warranty Period include:**
 - Full and free support.
 - Replacement parts can be returned and replaced free of charge.
 - If the instrument cannot be repaired, a full replacement will be provided.
 - Cost: **Free with every Synbiosis and Syngene (Darkrooms) product.**
- **Devices with an Upgraded Warranty adds:**
 - Free on-site support. (Note: Currently only available in UK, EU/US/Canadian cases will be considered on a case-by-case basis.)
 - Cost: **Depends on the model and specs of the instrument in question. Speak with your sales representative regarding an **Upgraded Warranty** to get a quote.**
- **Devices with an Extended Warranty includes:**
 - Extends the standard warranty by 1 year.
 - Must be purchased within the current warranty period. Cannot be applied after the original warranty has expired.
 - Can only be purchased per machine once, cannot extend a machine beyond 4 years of warranty.
 - Cost: **Depends on the model and specs of the instrument in question. Speak with your sales representative regarding an **Extended Warranty** to get a quote.**

3. Service Period

- **Definition**
 - Devices post warranty and before their 10th year from delivery date (usually 3-10yrs depending on unit).
- **Basic Support and Diagnostics (Free Support)**
 - All issues raised with Synoptics will be assessed and action taken on them.
 - Basic support involves aiming to resolve or diagnose all issues via ticket, email or phone.
 - Examples of Basic Support & Diagnostics:
 - Advising on set up/usage issues
 - Providing Guides/Manuals
 - Providing software updates
 - Fault code diagnostics
 - Identifying a faulty part (e.g. a failed camera)
 - Cost: **Free**

- **Further Support or Diagnostics (Charged Support)**
 - Once an issue is found to require more than basic support then this will require an up-front fee for an engineer to investigate further.
 - When an engineer believes that the solution will require further support or diagnostics then they will make this clear with the user and inform them of the fee to continue support.
 - Examples of Further support & Diagnostics:
 - Online remote support calls with an engineer
 - Return of a component to Synoptics to investigate fault (Does not include delivery cost to Synoptics, but does include return fee)
 - Part replacements or upgrades to instrument completed at Synoptics site
 - Cost: £250
 - This fee does **NOT**:
 - Cover multiple issues. It only covers the issue initially raised until its resolution (e.g. it would cover as many online remote sessions as required, but not if another issue arose that was unrelated to the first issue).
 - Guarantee that the instrument can be fixed. The instrument may be un-repairable, and the resolution would be a recommendation to replace the instrument.
 - Cover the cost of replacement parts. These will be an additional charge; however, the fee does cover the cost to install the parts (if the instrument is returned to Synoptics site).
 - Cover the cost of site visits. If this is required, an extra fee would be required calculated on a case-by-case basis considering: distance, instrument type, parts required, and other factors. (Note: Currently only available in UK, EU cases will be considered on a case-by-case basis).

4. Post Service Period

- **Definition**
 - Devices post their 10th year from delivery date (+10yrs)
- **Basic Support & Diagnosis (Free Support)**
 - Mirrors Service Period: All issues raised with Synoptics will be assessed and action taken on them.
 - Basic support involves aiming to resolve or diagnose all issues via ticket, email or phone.
 - Examples of Basic Support & Diagnostics:
 - Advising on set up/usage issues
 - Providing Guides/Manuals
 - Providing software updates
 - Fault code diagnostics
 - Identifying a faulty part (e.g. a failed camera)
 - Cost: Free

- **Further Support or Diagnostics (Charged Support)**
 - Once an issue is found to require more than basic support then further support mirrors the Service Period but has an increased fee due to the likelihood to increased support requirements with older instruments.
 - When an engineer believes that the solution will require further support or diagnostics then they will make this clear with the user and inform them of the fee to continue support.
 - Examples of Further Support & Diagnostics:
 - Online remote support calls with an engineer
 - Return of a component to Synoptics to investigate fault (Does not include delivery cost to Synoptics, but does include return fee)
 - Part replacements or upgrades to instrument completed at Synoptics site
 - Cost: **£950**
 - This fee does **NOT**:
 - Cover multiple issues. It only covers the issue initially raised until its resolution (e.g. it would cover as many online remote sessions as required, but not if another issue arose that was unrelated to the first issue).
 - Guarantee that the instrument can be fixed. The instrument may be un-repairable, and the resolution would be a recommendation to replace the instrument.
 - Cover the cost of replacement parts. These will be an additional charge; however, the fee does cover the cost to install the parts (if the instrument is returned to Synoptics site).
 - Cover the cost of site visits. If this is required, an extra fee would be required calculated on a case-by-case basis considering: distance, instrument type, parts required, and other factors. (Note: Currently only available in UK, EU cases will be considered on a case-by-case basis).

5. Service Packages (in relation to support)

- **Definition**
 - If a user has a Synoptics provided Service Package (Silver or Gold) for this instrument (by serial number) then the costs for further support are covered.
- **Silver Package**
 - Waives the support fee.
 - Covers all issues that arise with this instrument for the duration of the service contract.
 - Covers cost of site visits if this is required. (Note: Currently only available in UK, EU/US/Canadian cases will be considered on a case-by-case basis.)
 - Cost: **Dependent on the model and specs of the instrument in question. Speak with your sales representative regarding a **Silver Service Package** to get a quote.**
 - Having a Silver Package does **NOT**:

- Guarantee that the instrument can be fixed. The instrument may be un-repairable, and the resolution would be a recommendation to replace the instrument.
 - Cover the cost of replacement parts. These will be an additional charge; however the fee does cover the cost to install the parts (if the instrument is returned to Synoptics site).
- **Gold Package**
 - Waives the support fee.
 - Covers all issues that arise with this instrument for the duration of the service contract.
 - Covers the cost of all parts requiring replacement
 - Covers cost of site visits if this is required. (Note: Currently only available in UK, EU/US/Canadian cases will be considered on a case-by-case basis.)
 - Cost: **Depends on the model and specs of the instrument in question. Speak with your sales representative regarding a Gold Service Package to get a quote.**
 - Having a Gold Package does **NOT**:
 - Guarantee that the instrument can be fixed. The instrument may be un-repairable, and the resolution would be a recommendation to replace the instrument.
- **New Service Contract Exception**
 - If a user purchases a new service package when seeking support on an issue, and the resolution identifies the instrument cannot be repaired and needs to be replaced, the following options are available to the user:
 - If the user purchases a replacement instrument, then the service contract they have purchased can be transferred onto the new instrument.
 - If the user purchases a replacement instrument, then the service contracts cost (excluding the £250 diagnostic fee) can be deducted from the new instrument's bill.

6. Postal Costs Explored

- **During Warranty**
 - The user covers postage costs to return components to Synoptics.
 - Synoptics covers return postage after works complete.
- **During Service and Past Service Periods**
 - The user covers postage costs to return components to Synoptics.
 - Synoptics covers return postage after works complete.
- **Guidelines**
 - At user's request, a quick guide is available for safe product packaging for all products.

- If a part/instrument is damaged en-route due to delivery to Synoptics, the user will bear the replacement cost.
- If a part/instrument is damaged en-route to a customer, Synoptics will bear the replacement cost.

7. Terms & Conditions

Eligibility:

- Support services are available for instruments purchased from Synoptics or a Synoptics registered dealer.
- Extended warranties must be purchased within the active warranty period.

Payment:

- Fees for further support, parts and travel must be paid upfront.
- Advanced Warranties, Extended Warranties, Service Package fees are negotiated based on instrument type and coverage requirements.

Liability:

- Synoptics is not liable for damages incurred during user-managed postage to the service centre.
- Synoptics is responsible for damages incurred during return postage to the user.

Support Scope:

- Basic support includes online email and phone resolutions only.
- Further support is subject to the respective upfront fee and does not guarantee a solution.

Service Package Benefits:

- Silver and Gold packages offer varying levels of support and parts coverage.
- Specific benefits and coverage terms are negotiated based on instrument type and user requirements.

Dispute Resolution:

- Any disputes regarding support services or resolutions will be addressed through Synoptics customer service channels.

By implementing this policy, Synoptics aims to provide structured and transparent support to its customers, ensuring efficient and effective resolution of technical issues.