

## Product Warranty and Service

### Standard Product Warranty

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#### The following are covered under MultiLane's Product Warranty

- 1) One (1) year warranty included with product purchase
  - a. Warranty period begins on product ship date and extends for 12-months
- 2) Software upgrades
  - a. Software upgrades include newest MultiLane API revisions and instrument firmware upgrades
- 3) Technical support via phone and email
  - a. Customer is assigned to a MultiLane regional office
  - b. Support during regular business days and business hours
  - c. Remote troubleshooting assistance
- 4) In-warranty Repair Service (Sending product back to MultiLane for repair)
  - a. Customer must obtain an RMA# (Return Material Authorization) **BEFORE** shipping instrument to the MultiLane regional repair site
  - b. Instrument will be repaired, or a replacement instrument will be sent to customer

### Warranty Extended to 3 Years Total

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- 1) Extended Warranty may be purchased at time of product purchase or anytime within the first year after product shipment and the warranty expires
- 2) The Warranty extension price varies depending on Instrument/Product
- 3) Extended Warranty period begins day after 1<sup>st</sup> year warranty expires and extends for 24-months

After the Warranty expiration, the customer can utilize MultiLane's standard repair service. Out of warranty Repair Service (Sending product back to MultiLane for repair)

- a) Customer must obtain an RMA# (Return Material Authorization) **BEFORE** shipping instrument to the MultiLane regional repair site
- b) There is a minimal inspection/debug fee for each Instrument/ Product returned, this fee is authorized by customer when accepting RMA terms. If unit can be fixed a repair estimate will be provided
- c) PO (Purchase Order) for repairs must be received before any repair work is started on unit

- d) If unit cannot be repaired, customer can choose to have unit returned or scrapped by MultiLane.

## Calibration Service

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- 1) Calibration services are not included in any warranty plan and are purchased separately
- 2) New Instruments are factory calibrated prior to shipping and their calibration settings are good for 1 year
- 3) Additional Calibrations may be purchased at time of product purchase or anytime service is required
- 4) Calibration price varies depending on Instrument/Product
- 5) PO (Purchase Order) for calibration must be received before any calibration service is performed
- 6) Calibration is performed at MultiLane Calibration sites. Customer must obtain an RMA# (Return Material Authorization) or Order Confirmation **BEFORE** shipping instrument to MultiLane
- 7) MultiLane can provide on-site calibration support for a minimum of 10 instruments if both MultiLane and Customer agree that on-site support is required

## Warranty and Calibration Summary

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Service Plan	Instrument Repair	Cost	Price List Part Number Extension
<b>Basic Customer Service</b>	See warranties	Included	None
<b>1<sup>st</sup> Year warranty (Spans Year 1)</b>	Instrument is repaired and returned	Included	None
<b>3 Year extended warranty (Spans Years 1-3)</b>	Instrument is repaired and returned	10% of instrument's list price	-3YW
<b>Calibration Options (Purchased anytime)</b>	n/a	Pricing varies for each instrument. Consult with ML sales.	-CAL <sup>+1</sup> -3YWC <sup>+2</sup>

<sup>+1</sup> CAL: One factory calibration. Not tied to any warranty

<sup>+2</sup> 3YWC: Bundled pricing for 3 annual calibrations with 3-year extended warranty

## MultiLane Regional Repair Locations

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### **North America**

MultiLane Inc  
48521 Warm Springs Blvd, Suite 310  
Fremont, CA 94539, USA  
+1 510 573 6388

### **Europe, South Asia**

MultiLane Inc  
Houmal Technology Park  
Askarieh Main Road  
Houmal, Lebanon  
+961 5 941 668

### **Pacific Rim**

MultiLane Inc  
14F-5/ Rm.5, 14F., No 295  
Sec.2, Guangfu Rd. East Dist.  
Hsinchu City 300, Taiwan (R.O.C)  
+886 3 5744 591

### **China**

TBD