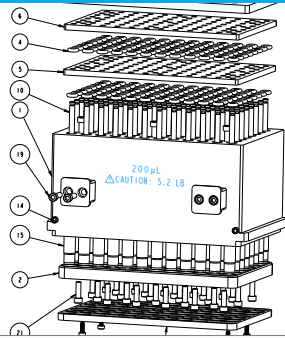


BenchSmart 96 New Instrument Service

Order Service 800 4-RAININ (800-472-4646) | RaininService.com

Proper maintenance of the BenchSmart 96 can only be assured with the proper tools and training. The combination of expert technicians and an ISO 17025 accredited laboratory with temperature, humidity, draft and vibration controlled environment delivers the lowest measurement certainties in the industry.

Preventive Maintenance (PM)



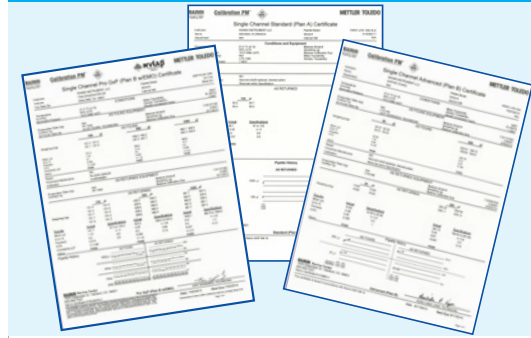
Preventive maintenance is essential to maintaining peak performance. Rainin's comprehensive preventive maintenance includes cleaning and re-greasing pistons and replacing nozzle O-rings. We strongly recommend a warranty upgrade as it includes one preventive maintenance (PM) event during the manufacturer warranty period.

Repairs



As with any instrument, the BenchSmart 96 may need repairs if used excessively, or not maintained properly. As part of the BenchSmart 96 standard warranty, Rainin will cover the repairs during the first year of ownership unless the damage was caused by customer negligence or acts of God. After the warranty period, we strongly recommend a service contract for continuous coverage.

Calibration

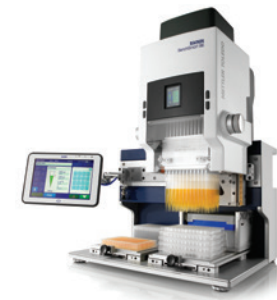


We use high precision multichannel balances to calibrate all 96 channels. For customers in regulated labs who need documented calibration from day one, we offer calibration certificates at point of sale. Warranty upgrades are also a great way to get the instrument's first year scheduled calibration service at a discounted price.

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Our point of sale service offerings were designed to complement the standard warranty and provide an economical way to ensure regulatory compliance, optimum equipment accuracy, performance and uptime.



✔ Included ✘ Not included

Service Offerings	Warranty	Warranty Upgrades ¹			Calibration Certificates ¹		
	Manufacturer Warranty	Standard Upgrade PM, 2x4 AR	Advanced Upgrade PM, 2x4 AF/AR	Pro GxP Upgrade PM, 3x4 AF/AR	Standard 2x4 AR	Advanced 2x4 AF/AR	Pro GxP 3x4 AF/AR
Calibration Services							
As found calibration (volumes x weighings)	–	–	2x4	3x4	–	2x4	3x4
As returned calibration (volumes x weighings)	–	2x4	2x4	3x4	2x4	2x4	3x4
Service performed	During warranty	During warranty			Prior to instrument shipment		
Preventive Maintenance							
Sealing system inspection and testing	✘	✔	✔	✔	–	–	–
Clean & re-grease O-rings as needed	✘	✔	✔	✔	–	–	–
Clean & re-grease pistons	✘	✔	✔	✔	–	–	–
Piston O-rings	✘	✔	✔	✔	–	–	–
Pistons ²	✘	✔	✔	✔	–	–	–
Nozzle O-rings ²	✘	✔	✔	✔	–	–	–
Nozzles ²	✘	✔	✔	✔	–	–	–
Parts for PM and Repairs							
Repair parts ²	✔	✔	✔	✔	–	–	–
Repair labor	✔	✔	✔	✔	–	–	–
Onsite Service							
Onsite repair services	✘	✔	✔	✔	✘	✘	✘
Overnight repair parts shipments	✘	✔	✔	✔	✘	✘	✘
After hours charges waved	✘	✔	✔	✔	✘	✘	✘
Non-operational unit response time	Mail-in service	2 -3 days			Not applicable		
Mail-in Service							
Instrument loaner box (17800407)	✔	✔	✔	✔	✘	✘	✘
Overnight shipping base instrument (17800415)	✔	✔	✔	✔	✘	✘	✘
Technical support	✔	✔	✔	✔	✘	✘	✘
Liquid-end loaner shipping case (17800406)	✘	✔	✔	✔	✘	✘	✘
Overnight shipping liquid end (17800417)	✘	✔	✔	✔	✘	✘	✘
In-lab turnaround time commitment ³	5 days	2–3 days	2–3 days	2–3 days	✘	✘	✘
Warranty							
Labor warranty	Until end of warranty	Until end of warranty			✘	✘	✘
Parts warranty	Until end of warranty	Until end of warranty			✘	✘	✘
Order No.	Included	30354070	30354071	30354072	17800157	17800158	17800159
Additional calibration only service (no PM)	n/a	17800403	17800404	17800405	n/a	n/a	n/a

¹ Warranty upgrades and new instrument calibration certificates can only be purchased at point of sale. "As Found" calibration not performed on new instruments. Warranty upgrade includes 1 preventive maintenance and calibration event for 1 liquid end (head) only. ² Parts for PM and repairs exclude damage due to physical or chemical abuse, or other forms of negligence. Pistons, nozzles, nozzle O-rings and repair parts are replaced on an as needed basis. ³ Lab turnaround times are based on business days and are not guaranteed.