

Extended Warranty Plan Contract

Model EW5 – Extended Warranty Parts & Labor

The basic EW5 contract provides the following benefits:

- Standard telephone and email support
- Field-serviceable Gatan products under this contract type are allowed emergency onsite visits up to the allotted amount of four (4) visits annually
- Return to factory repair products will have an allowed total of ten (10) labor hours annually
- No charge for Gatan-manufactured replacement parts (except spares & consumables)
- Discounts on spares and certain consumable parts

Emergency Service

If an EW5-covered Gatan product becomes inoperable or fails to perform to specifications, contact the Gatan Service Department (www.gatan.com/contact) immediately to report the problem.

For field-serviceable products, the emergency service is provided free-of-charge, for up to the four (4) allotted number of annual visits.

For factory-serviced products, the emergency service is provided free-of-charge for up to ten (10) factory labor annual hours allotted by the contract. If the number of service visits or hours is exceeded, further service will be billed at 10% off the normal billable service hourly rate, plus living and travel expenses.

Parts

All parts, except spares and consumables, will be replaced free-of-charge. Spares and consumables include parts listed, and at times, not listed, within the Spares & Consumables catalog available through the Gatan website (www.gatan.com). They include but are not limited to, pump oil, filters, vacuum pumps, photo-multiplier tubes, collection mirrors (for cathodoluminescence systems), polishing wheels, polishing materials, targets, heater coils, flex cables, fiber optics, and scintillators. These spares and consumables will be provided at a 20% discount.

CCDs and sensors are fully covered and will be replaced free-of-charge in the event of failure. If the contracted camera has a bonded CCD and fiber optic in which both the scintillator and fiber optic are damaged through misuse, the entire optical stack (scintillator + fiber optic + CCD) will be replaced at a 10% discount.

Coverage of third-party computers and computer peripherals is not included in the Gatan EW5 contract.



Computers that are supplied by Gatan with the product are covered by a separate multi-year warranty plan from Dell or the computer manufacturer. Any service or parts required specifically for the computer will be done with the assistance of the computer manufacturer.

Software Upgrades

An EW5 contract entitles the customer to free Gatan software product upgrades (revisions) to core Gatan control software, as well as plug-ins required to operate Gatan products covered by the EW5 contract. An example of an update is a minor version release to fix reported bugs or problems. These upgrades are typically customer installable. If additional hardware or upgrades to existing hardware are required to utilize these software updates, the customer will be able to purchase the necessary Gatan-manufactured products at a 25% discount off the list price.

Upgrades from one major release to another release of Gatan Microscopy Suite® (GMS) (e.g., GMS 2 to GMS 3) for products covered under the EW5 contract can be purchased at a 25% discount. If additional hardware or upgrades to existing hardware are required to utilize these software updates, the customer will be able to purchase the necessary Gatan-manufactured products at a 25% discount off the list price.

Coverage of third-party software is not included in the Gatan EW5 contract.

Shipping Containers

If a factory-service product covered under EW5 contract must be shipped back to the Gatan factory, the customer is responsible for shipping the product in the original shipping container. If the original packaging is no longer available, Gatan will ship suitable packaging to the customer at a 25% discount off the cost of the packaging, plus the cost of freight from our Warrendale, PA, USA facility. The customer will pay for shipping the packaged product to Gatan, and Gatan will pay for return shipping of the serviced instrument to the customer. In all cases, the customer is responsible for insurance of the instrument.

Services Outside the Scope of the EW5 Contract

If a customer needs service beyond what is covered by this EW5 agreement, Gatan will provide a detailed quote listing an estimate of the required labor and/or parts. The labor rate for this service, the cost of any required parts, and any additional training will be discounted by 10%. Living and travel expenses will be billed at their full rate.

Field Service Engineers

Trained service engineers will conduct all of the services on the Gatan product. Every Gatan Field Service Engineer has had extensive training on all of the products for which they are certified. Gatan may also provide service through a Gatan-trained third-party representative. For service on your equipment, please contact the Gatan Service Office in your area. Individual contact through the engineer is not advisable as the engineer assigned to your case can be changed at any time.



Pre-Inspection of Instruments

In some cases, customers with instruments which are no longer under a Gatan warranty will want to take advantage of the Extended Warranty Service program. It may be possible to do so, but before Gatan accepts a Service Contract for an out-of-warranty product, an onsite or factory service may be required to assure that the product has no existing problems or faults. If an EW5 contract is purchased after the onsite visit or factory service, the cost of parts (if any), labor more than two (2) days, and travel expenses for more than one (1) visit to bring the unit up to acceptable standards will be reduced by 20%. If the customer does not purchase an EW5 contract after the system has been repaired to operating specifications, the full list prices apply for labor, travel expenses, and parts used.

Remote Support

Some service and performance issues can be corrected remotely. EW5 contract customers are eligible for remote support to triage and/or correct the system via remote access. Please contact svcontracts@gatan.com to see if this is appropriate and permitted for your location.

Hours of Service

Any service visit will be made during Gatan business hours 8:00 a.m through 5:00 p.m. excluding Gatan holidays.

Contacting Gatan

Customers may contact any of our regional offices listed at www.gatan.com/contact at any time of the day or night to register a request for service. Our call center number 1-888-778-7933 is monitored frequently to ensure initiation of the service request. Alternatively, customers may initiate a request for service via our website using the [Support Request Form](#) with a detailed description of the problem or via email by sending a detailed description of the problem to svcontracts@gatan.com. A trained technician will respond either by phone or email to discuss the support request.

Terms and Conditions

Unless otherwise specified, the standard Gatan, Inc. purchase order terms and conditions apply. Please see Standard Terms and Conditions of Sale which can be found on our website at www.gatan.com/terms.