

CONDUCTCARE SAMPLE AGREEMENT

# Sample service terms for procurement review

This sample is a planning copy for purchase orders and legal review. Your final quote and signed agreement will list the selected ConductCare coverage term and any fixed service-rate add-ons as separate approval lines.

STANDARD CARE	EXTENDED CARE	RATE CARD VERSION
Included for first year	+10% / 1 yr · +27% / 3 yr · +42% / 5 yr	2026.06.03-r2

## 1. Coverage Term

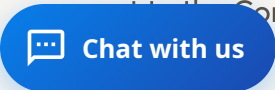
Standard Care is included for the first year from delivery. Extended Care may be added at purchase for a configured coverage term of up to five years, priced as a one-time uplift based on the covered equipment value: +10% for one additional year, +27% for three years, and +42% for five years, with a minimum of \$250 per coverage year per covered system.

## 2. Covered Services

Covered services include software and firmware updates, remote support, warranty coverage, onboarding, and depot repair according to the selected care tier. Covered services do not create a prepaid service-hour bank.

## 3. Fixed Service-Rate Add-Ons

Hands-on labor, on-site work, validation, relocation, in-person training, and custom projects are quoted separately as fixed service-rate add-ons. Approved add-ons appear as separate quote lines with the ConductCare plan. On-site hourly services carry a four-hour minimum per engagement.



## **4. Travel, Logistics, and Pass-Through Costs**

Travel and logistics within 100 miles of a ConductScience service location are included in the written engagement quote. Beyond 100 miles, travel time, transportation, lodging, and logistics are itemized at cost in the quote and approved before work is scheduled. International travel, special handling, shipping, and other pass-through costs are confirmed before approval.

## **5. Service Hours and Response Times**

Standard service hours are Monday through Friday, 9:00 AM to 6:00 PM US Eastern Time, excluding US federal holidays. A “business day” means any day within standard service hours. Priority remote support under Extended Care receives a first response within one business day. Work requested outside standard service hours is billed at the published after-hours rate.

## **6. Rate Lock**

The fixed service-rate schedule in effect at signing is locked for the full configured coverage term. ConductScience will not raise hourly or day rates for the covered equipment during the term, regardless of future list-rate changes.

## **7. Payment Terms**

Extended Care is invoiced once, with the equipment purchase. Fixed service-rate add-ons are invoiced after the work is performed. Payment is due net 30 days from invoice date. Institutional purchase orders are accepted, and the final quote lists each plan and add-on as a separate approval line.

## **8. Term, Termination, and Refunds**

Either party may terminate Extended Care with 30 days written notice. On termination by the customer, ConductScience refunds the uplift attributable to unused full coverage years, less the value of services already performed. Standard Care is not refundable. Termination does not affect amounts owed for completed add-on work.

## **9. Parts Availability and End-of-Life**

ConductScience maintains repair parts for covered equipment for the full configured coverage term. If a covered product is discontinued and a repair part becomes unavailable, ConductScience will provide a functionally equivalent replacement or a pro-rata credit of the remaining coverage value.

## **10. Transferability**

Coverage follows the equipment. If a covered system moves to a new laboratory, institution, or principal investigator, the remaining coverage transfers with it at no charge upon written notice to ConductScience with the new contact and shipping details.

## **11. Limitation of Liability**

ConductScience's total liability under this agreement is capped at the amounts paid for the affected coverage and services in the twelve months preceding the claim. Neither party is liable for indirect, incidental, or consequential damages, including lost research time or data.

## **12. Exclusions**

ConductCare does not cover consumables, accidental damage, damage caused by modification or non-approved use, facility power/network changes, or work outside the approved equipment and service scope.

## **13. Quote and Purchase Order Alignment**

The final agreement, quote, and purchase order control the active scope. If an institution needs on-site service, the quote should list the care plan and each fixed service-rate add-on as separate approval lines.

# Fixed Service-Rate Schedule

SERVICE LINE	RATE	AFTER-HOURS	UNIT
On-site engineer visit	\$1,750/day	Quoted	Daily
Equipment installation	\$150/hr	\$225/hr	Hourly
Preventative maintenance	\$125/hr	\$190/hr	Hourly
Repair service	\$150/hr	\$225/hr	Hourly
Equipment relocation	\$175/hr	\$260/hr	Hourly
Software configuration	\$150/hr	N/A	Hourly
Laboratory consulting	\$200/hr	N/A	Hourly
On-site training	\$1,200/day	\$1,800/day	Daily
Travel and logistics	Included within 100 miles	N/A	Per engagement
Remote technical support	Free	N/A	Per incident
Remote training	Free	N/A	Per session
Custom manufacturing	Quote-based	N/A	Per project

## Add-On Clauses

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**On-site engineer visit:** On-site engineer visits are quoted separately at \$1,750 per engineer day for onsite commissioning, validation, integration, training, or multi-system support.

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**Equipment installation:** Equipment installation labor is quoted at \$150 per hour during standard service hours and \$225 per hour for approved after-hours work, with a 4-hour minimum per on-site engagement.

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**Preventative maintenance:** Preventative maintenance is quoted at \$125 per hour during standard service hours and \$190 per hour for approved after-hours work, with a 4-hour minimum per on-site engagement.

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**Repair service:** Repair service is quoted at \$150 per hour during standard service hours and \$225 per hour for approved after-hours work, with a 4-hour minimum per on-site engagement; covered warranty repairs remain no-charge when applicable.

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**Equipment relocation:** Equipment relocation is quoted at \$175 per hour during standard service hours and \$260 per hour for approved after-hours work, with a 4-hour minimum per on-site engagement.

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**Software configuration:** Software configuration is quoted at \$150 per hour for ConductVision setup, calibration, workflow configuration, and handoff.

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**Laboratory consulting:** Laboratory consulting is quoted at \$200 per hour for experimental design guidance and protocol consultation by scientific staff.

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**On-site training:** On-site training is quoted at \$1,200 per day during standard service hours and \$1,800 per day for approved after-hours training for up to 10 participants; remote training remains included at no charge.

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**Travel and logistics:** Travel and logistics within 100 miles of a ConductScience service location are included in the quoted engagement. Beyond 100 miles, travel time, transportation, lodging, and logistics are itemized at cost in the written quote and approved before work is scheduled. International travel, special handling, and pass-through expenses are confirmed before approval.

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**Remote technical support:** Remote technical support is included at no charge for ConductScience-supported products during the applicable service plan term.

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**Remote training:** Remote training is included at no charge for covered Conduct products during the applicable service plan term.

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**Custom manufacturing:** Custom manufacturing and other project work are priced from the mutually approved written scope.

This sample is a planning copy for procurement review and legal reference — not a binding offer. Final, signable terms are issued with your ConductCare quote and list the selected coverage term and approved service-rate add-ons as separate approval lines.  
[conductscience.com/conductcare](https://conductscience.com/conductcare)