



CULEX® SERVICE AND MAINTENANCE PLANS

You've invested in the best equipment for safe, reliable blood collection- we'll help you protect your investment with dependable service that matches your needs.

Annual plans are available for any BASi Culex® Automated Sampling System, Ratur™ Movement Response Caging System and Empis® Automated Drug Infusion System.

These plans expand on our [standard warranty](#) and provide extra protection and peace of mind. Pricing varies by your specific system configuration. Plans can be purchased at any time, however, plans purchased after the warranty period has ended require a paid on-site visit to inspect the instruments prior to initiating either of the contract Protection Plans.

Option 1 – Complete On-Site Service and Maintenance Protection Plan

The Complete OSSM Plan includes an annual maintenance visit and year-round benefits such as discounts, training, upgrades, and immediate replacement of malfunctioning instruments. This plan can be for one, three, or five years from the date of purchase, and it covers BASi manufactured instruments. When you sign up for the Complete Plan, you get peace of mind that your instruments are taken care of, and that your budget, technical support, and future growth will all be supported. This plan is ideal for facilities running a high volume of studies.

- One on-site preventive maintenance visit from BASi service technicians to check, update, repair and/or replace components at the end of each year of the contract.
- One on-site day of training during the period of the contract. This can be used to learn a new technique, or train new staff members in proper use of the equipment.
- Unlimited overnight (domestic) or priority (international) shipping of replacements for malfunctioning equipment.
- Includes all software and firmware upgrades.
- Discounts on BASi manufactured consumables such as tubing sets, waste containment kits and catheters.
- Lock in a flat rate for up to five years with no need to issue additional purchase orders.

- Exclusive offers on select new hardware releases, not yet covered by your current agreement.

Option 2- Flexible Maintenance Protection Plan

This plan offers a more flexible approach to coverage, so that you can manage your budget from year to year. Similar to Option 1, equipment is eligible for overnight shipping of replacement equipment when needed. However, the on-site maintenance visit is not automatically included. Instead, you can choose to add-in the visit (for an additional fee) any time prior to the end of the contract. This makes it easy to save money while keeping your equipment protected. Think of the Flexible Plan as basic insurance- with it you will always have quick access to fully functioning equipment.

- Unlimited overnight (domestic) or priority (international) shipping of replacements for malfunctioning equipment.
- Includes all software and firmware upgrades.
- Discounts on BASi manufactured consumables such as tubing sets, waste containment kits and catheters.
- Exclusive offers on select new hardware releases, not yet covered by your current agreement.
- Discounts on the cost of a Preventative Maintenance and/or Training visit during the contract period.

Option 3- Preventative Maintenance Visits and Repair Services à la carte

Unlike the above, this is not a contract, but an option to pay per maintenance visit, and per any repair services needed. Our experienced technicians can perform a thorough onsite preventive maintenance service to ensure instruments are operating to specification. Pricing for this service is dependent on the age of the equipment, number of units, and any known issues with the equipment.

- Schedule and pay for onsite Preventative Maintenance and/or Training visits as needed.
- Send instruments to BASi for repair by our expert team. (Fees and timelines are quoted based on the instruments and type of repairs needed.)
- Cost-effective option for researchers that have flexible schedules and can work around downtime associated with instrument repairs.
- Ideal for customers that use the equipment on an intermittent basis.
- Maintenance and repairs are performed by the same knowledgeable staff that build your instruments.
- Maintenance visits can include consultation with recommendations and insights for better performance.
- All work is backed by a 90-day limited warranty.