

Support and Maintenance activities	Support and Maintenance Plans						
	Ampha Z40		Ampha P20			Ampha Z32	
	Standard	Professional	Standard	Professional	Professional Plus	Standard	Professional
Application and technical support for the use of the System Remote support from an Amphasys expert regarding the technical use of the instrument, in case of questions or handling problems. Also with regards to application support with regards to sampling, sample preparation, settings for specific crops, design of protocols, etc. Unlimited and throughout the whole year.	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Response time for support requests (work days) Maximum time to respond in case of urgent technical requests	2 work days	24 hrs	2 work days	24 hrs	24 hrs	2 work days	24 hrs
Telephone hotline for critical issues (work days) Availability of Amphasys experts to respond to critical issues		x		x	x		x
One check per year with operational maintenance of the instrument and software Annual execution of the maintenance by Amphasys or an authorized third party either on-site or via send-in of the instrument. The minimum time demand for a regular maintenance is half a day.	On-Site / Send-In	On-Site / Send-In	Send-In	Send-In	Send-In	On-Site / Send-In	On-Site / Send-In
Materials for maintenance included All materials which are needed for the regular maintenance including periodically exchanged replacement parts are free of charge.	x	x	x	x	x	x	x
Questions and answers workshop The Amphasys expert is available for questions of the users and provides newest insights and developments for an even better use of the instrument.	x	x				x	x
1/2 day expert training for retraining or new users The Amphasys expert provides a training for new users and re-training of existing users with regards to new or changed features, software updates, improvements of the instrument and software.	x	x				x	x
Repair materials and work time included In case that the instrument needs to be repaired (misuse excluded), the repair materials and the needed worktime are free of charge.		x	x	x	x		x
Free Ampha Buffers During the contract period all buffers which are used for measurements with the instrument under contract are for free.		x		x	x		x
Free replacement of registered chips Chips at the end of lifetime or out of specification are replaced free of charge during the contract period in the indicated amount.		5 universal chips or 2 crop specific chips		2 crop specific chips	6 crop specific chips		5 universal chips
Free replacement instrument (express shipping) In the case that the instrument is not working properly, a replacement instrument will be sent for the time of the repair.		x		x	x		x
Extended Warranty during term of Agreement During the time of the contract the warranty of the instrument is extended to totally six years. Precondition is an uninterrupted contractual period. Excluded are devices of third parties.		x	x	x	x		x
Free Amphacademy participations Users of contracted instruments are granted free access to the on-site Amphacademy.	2	any	2	any	any	2	any