

Service Contract Terms and Conditions

1. Definitions

Application Security	McAfee PC hardening software to protect against malware.
Business Hours	09.00 to 17.00 on a Working Day.
Conditions	these terms and conditions.
Contract Price	the price for the Service Contract as set out in the Quotation (or otherwise agreed with the Customer in writing).
CPI	the Consumer Prices Index as published by the Office of National Statistics.
Critical Failure	where a laboratory equipped by Sysmex UK with multiple instruments (providing backup resilience) is unable to produce a result for a specific discipline (e.g. no FBC capability or no haemostasis capability). For the avoidance of doubt, Return to Base equipment failure, or where there is only one of the relevant instruments in the laboratory, and this single instrument fails, is not considered a Critical Failure.
CSC	Sysmex UK's customer support centre helpdesk.
Customer	the customer whose details are set out in the Quotation or Service Contract.
Engineer	any Sysmex UK field representative (including but not limited to service engineers and product support specialists).
Equipment	the equipment supplied by Sysmex UK which is specified in the relevant Quotation or the Specific Terms.
Force Majeure	any event, circumstance or cause outside of the reasonable control of the party seeking to rely on it.
Incurred Costs	any costs incurred or quoted by Sysmex UK including the cost of any spare parts, transportation or courier costs, travel costs, accommodation and Engineer time (including travel, additional and wasted time), all of which shall be charged at the rate prevailing at the time they are incurred or are due to occur.
LNS	a laboratory notification system which utilises a google chrome plugin to send and receive service messages relating to the Equipment and requires internet access.
PPM	planned preventative maintenance.
PPM Kit	a kit of spare parts and consumables (as recommended by the equipment manufacturer) that Sysmex UK supply to perform a PPM
Purchase Order	a purchase order from the relevant Customer.
Quotation	the document sent by Sysmex UK to the Customer detailing the Contract Price and description of the Services to be provided to the Customer under the relevant Service Contract.
Services	as set out at Condition 2.2.

Service Contract	the agreement between Sysmex UK and the Customer for the provision of the Services, consisting of the Quotation, Purchase Order in respect of the Quotation (but, for the avoidance of doubt, any terms included in any Purchase Order are not applicable to the Service Contract), these Conditions, and any Specific Terms.
Service Level	as set out at Condition 2.1.
Specific Terms	any special terms agreed in writing between the Customer and Sysmex UK.
Sysmex UK	Sysmex UK Ltd, Sysmex House, Garamonde Drive, Wymbush, Milton Keynes, MK8 8DF.
Term	a service period of 12 consecutive calendar months that has been purchased by a Customer, starting on the date set out in the Quotation or Service Contract
Working Day	Monday – Friday, excluding public holidays in England or the area in which the relevant Equipment is situated.
Workshop	the Sysmex UK workshop in the UK or the Zoetis workshop located in Germany, as determined by the Equipment type.
Zoetis	the Piccolo Xpress® equipment manufacturer
1.1.	Any reference in these Conditions to any provision of a statute shall be construed as a reference to that provision as amended, re-enacted or extended at the relevant time.
1.2.	The headings in these Conditions are for convenience only and shall not affect their interpretation.
1.3.	In the event of any conflict between the documents included in the Service Contract, the following order of priority shall apply: i) Specific Terms ii) Quotation iii) Conditions iv) Purchase Order
2. Services	
2.1.	Sysmex UK can provide various levels of service ("Service Levels"), depending on what is appropriate for the Equipment, and the services provided in respect of each Service Level are set out at Condition 13.
2.2.	The agreed Service Level will be set out in the Quotation and will constitute the services ("Services") to be provided to the Customer under the Service Contract.
2.3.	Subject to the Customer paying the Contract Price and complying with all terms of the Service Contract, Sysmex UK will provide the Services in accordance with the Service Level, and as appropriate for the type of equipment.
2.4.	Sysmex UK will, unless specified otherwise in the agreed Service Level or Service Contract, provide Services during Business Hours. Sysmex UK reserves

- the right to levy additional charges where it agrees to provide Services outside Business Hours.
- 2.5. In providing the Services, Sysmex UK undertakes to repair any defects in the Equipment, and to supply Sysmex UK approved parts, labour, and travel or transportation (as applicable) in accordance with the agreed Service Level and/or Condition 3.
- 2.6. Sysmex UK will attempt to repair defective Equipment either remotely, or (with the exception of Equipment covered under Return To Base Service Level) in situ at the Customer's site but may, at Sysmex UK's discretion: (i) move it to a temporary location (if agreed with the Customer); or (ii) return it to Sysmex UK for repair or testing. Equipment covered under Return to Base Service Level shall be returned to the Workshop for repair. Where a repair cannot be performed in situ, loan equipment may be offered at the discretion of Sysmex UK (subject to availability and the relevant Service Level).
- 2.7. If Sysmex UK is unable to repair the Equipment or if it proves uneconomical for Sysmex UK to repair any Equipment, suitable and equivalent replacement equipment will be provided by Sysmex UK. Where the Equipment being replaced was owned by the Customer, ownership of the new equipment will be transferred to the Customer, ownership of the replaced equipment will be transferred to Sysmex UK, and the replacement equipment will become Sysmex UK Equipment, and all records will be amended accordingly.
- 2.8. Parts replaced by Sysmex UK will be retained by Sysmex UK.
- 2.9. PPM visits will be offered by Sysmex UK where appropriate, in accordance with the manufacturer's recommended maintenance schedule for the relevant Equipment (as applicable for the appropriate model). Sysmex UK will seek to agree a convenient time (during Business Hours) with the Customer for PPM visits. If the Customer does not allow Sysmex UK to carry out PPM in accordance with the manufacturer's recommended maintenance schedule then Sysmex UK will not be liable to the Customer in any respect for the relevant Equipment, and the Customer will indemnify Sysmex UK in respect of any damages, fines, costs or other or losses suffered by Sysmex UK as a result of the missed PPM. Any additional work arising as a result of a failure to permit, or delay in permitting, PPM will be paid for by the Customer at Sysmex UK's then current rates, in addition to the Contract Price. For the avoidance of doubt, for any Equipment that does not require PPM, the Contract Price is set accordingly.
- 2.10. If the Customer experiences a Critical Failure or an IT failure the Customer may call the CSC at any time, and state the nature of such failure. The call will be put through to the on-call team who will assess the situation and prioritise as they deem necessary and appropriate, and as provided for in the Service Level or Service Contract.
- 2.11. From time-to-time Sysmex UK will install Sysmex engineering and/or software version updates designed to maintain product reliability and performance ("**Sysmex Updates**"). These updates will be installed during Business Hours at the discretion of Sysmex UK. Sysmex UK reserves the right to charge for updates other than Sysmex Updates, updates that are not included in the Service Level, and/or updates installed outside of Business Hours at the request of the Customer. All upgrades which enhance the functionality of the software and/or Equipment ("**Upgrades**") shall be charged as extra. Sysmex UK will provide written details of the chargeable updates or Upgrades and associated charges and will not install such updates or Upgrades unless and until the Customer has provided a Purchase Order for the work.
- 2.12. The Customer must allow Sysmex UK (free of charge) to update or upgrade software where the software and/or application would otherwise be unsupported and/or where updates or upgrades are required by law, and/or as a result of a field safety notice (FSN) ("Field Service Corrective Actions" or "FSCA" or "FCA"). If the Customer does not permit Sysmex UK to perform such updates or upgrades, then Sysmex UK will not be liable to the Customer in any respect for the relevant Equipment, and the Customer will indemnify Sysmex UK in respect of any damages, fines, costs or other or losses suffered by Sysmex UK, and this will constitute a material breach of this Service Contract by the Customer and Condition 5.7 will apply.
- 2.13. The Customer is responsible for performing and retaining backup copies of data and system configuration settings as a precaution against possible failure or data loss. If Sysmex UK is required to provide additional support work as a result of the Customer's failure to backup data and configuration settings, Sysmex UK shall be entitled to charge the Customer in respect of resulting Incurred Costs. Sysmex UK will not be liable to the Customer for any loss of data unless such data loss is a direct result of a negligent act or omission of Sysmex UK.
- ### 3. Exclusions
- 3.1. Unless otherwise agreed in writing, the following are not included in the Services ("Excluded Services").
- 3.1.1. Support, or additional support required as a result of:
- any breach, act, fault, error, omission or negligence of any person other than an employee or contractor of Sysmex UK;
 - abuse or misuse of the Equipment by any person other than an employee or contractor of Sysmex UK;
 - any accident, including damage by fire or water, unless caused by a malfunction of the Equipment;
 - Force Majeure and any effect(s) of Force Majeure;
 - service, repair, modification or similar work performed on the Equipment by anyone without the prior written approval of Sysmex UK;
 - use of the Equipment by any person who has not been correctly trained to use it;
 - use of reagents and/or consumables that are not supplied by or authorised (such authorisation not to be unreasonably withheld) by Sysmex UK for use with the Equipment;
 - failure to observe and execute operating instructions and/or specified cleaning and/or maintenance procedures as listed in the relevant manual or instructions for use;
 - failure or fluctuation of electrical power, air conditioning, humidity control or other environmental conditions:

- j. failure to properly clean and run-down the Equipment prior to any period of non-use;
 - k. any virus, infection, worm or other malicious code not introduced by Sysmex UK;
 - l. reconfiguration or change of the Customer's Laboratory Information Management Systems (LIMS);
 - m. any failure by the Customer to backup data and configuration settings;
 - n. damage caused during the relocation of any Equipment (unless such damage is caused directly by Sysmex UK or whilst in transit to or from the Workshop); or
 - o. performance of or any defect or failure of computers and/or associated equipment connected to the Equipment unless supplied and supported by Sysmex UK; or
 - p. breakdowns or events that occur at a time when there is no valid Service Contract in place
- 3.1.2. Relocation (other than equipment designed to be moved such as point of care analysers) of the Equipment;
 - 3.1.3. Modifications or Upgrades requested by the Customer that enhance functionality, other than those required by law, or to maintain functionality.
 - 3.1.4. Support outside Business Hours or any services not included in the Service Level (unless specifically included in the agreed Service Contract).
 - 3.1.5. Onsite Support for Return to Base Service Level.
 - 3.1.6. Support and/or upgrades for third party software (for example, Microsoft windows).
- 3.2. Any Excluded Services supplied by Sysmex UK shall be charged to the Customer at Sysmex UK's then current rates, in addition to the Contract Price.
 - 3.3. For the avoidance of doubt, Sysmex UK shall not be liable for any failure to meet any key performance indicators or SLA target arises as a result of the Excluded Services.
- #### 4. Price and Payment
- 4.1. The Customer will pay the Contract Price within 30 days of date of receipt of the relevant invoice.
 - 4.2. The Contract Price is subject to an annual increase in line with CPI, or as may be advised by Sysmex UK at the time. Prior to the end of each Term, Sysmex UK shall send a renewal notice / Quotation to the Customer applicable to the next Term.
 - 4.3. Should any on-site visit or PPM be cancelled by the Customer with less than 2 (two) Working Days' notice, or if a service request for Return to Base Service Level is cancelled after Sysmex UK has instructed transportation to collect the Equipment, the Customer will be liable to pay Sysmex UK all resulting Incurred Costs.
 - 4.4. The Contract Price is conditional upon access being available for remote support and the transmission of instrument health status data, where applicable for the type of Equipment. If the Customer fails to allow remote support and transmission of instrument data to Sysmex UK, the Customer will be liable to pay Sysmex UK all resulting Incurred Costs.
- #### 5. Term and Termination
- 5.1. Subject to the Customer paying the Contract Price, the Service Contract will continue for consecutive Terms until Sysmex UK reasonably stipulates that the Equipment is end of life (and Sysmex shall notify Customer of this in advance), or unless otherwise agreed in writing by the Customer and Sysmex UK, or terminated in accordance with these Conditions.
 - 5.2. If any renewal Quotation is not acceptable to the Customer, the Customer may discuss this with Sysmex UK, or terminate the Service Contract by giving written notice prior to the end of the then-current Term.
 - 5.3. To ensure continuity of the Service Contract, the Customer shall provide a Purchase Order prior to the commencement of the renewal Term to the value of the Quotation.
 - 5.4. In the event that the Customer has not provided a Purchase Order for a renewal Term prior to the expiration of any Term, or in the event of non-payment of an invoice, the Service Contract shall be deemed to have expired from the end of the last purchased Term and Sysmex UK shall not be obliged to provide any Services from the point of expiry of that Term. For events that occur outside of any purchased Term, Sysmex UK shall (a) require Customer to provide a Purchase Order for Incurred Costs prior to Sysmex UK providing any service, or (b) be entitled to invoice for any Incurred Costs for services that have been provided. Services relating to events that occur out of contract shall be charged at Sysmex UK's then current rates for customers without a Service Contract. Notwithstanding any Specific Terms for KPIs and/or service levels, Sysmex UK shall not be liable for any agreed KPIs or be liable to pay any service deductions when there is no Service Contract in place.
 - 5.5. The Customer may terminate any Service Contract at any time by giving Sysmex UK written notice of no less than 30 days but, unless termination occurs at the end of the then-current Term, Sysmex UK reserves the right to levy a cancellation administration charge of 10% of the total original annual contract value or service list price (whichever is the higher).
 - 5.6. If the environmental conditions of the Customer's premises where the Equipment is situated do not meet the relevant Equipment manufacturer's specification, Sysmex UK: (i) shall not be liable for the performance of the Equipment, and reserves the right to charge for additional services that Sysmex UK can demonstrate arose as a result of such environmental conditions; and/or (ii) may terminate the relevant part of any Service Contract by giving written notice of not less than 30 days, unless the Equipment is at risk of degradation in which event shorter notice may be given.
 - 5.7. Either party may (without limiting any other remedy) at any time terminate any Service Contract by giving written notice to the other if the other commits any material breach of any term of any Service Contract that is capable of remedy and fails to remedy the breach within thirty (30) days, or other reasonable time period as may be agreed in writing.
 - 5.8. Either party may (without limiting any other remedy) at any time terminate any Service Contract immediately by giving written notice to the other if the other commits any material breach of any term of any Service Contract that is not capable of remedy.
 - 5.9. Either party may (without limiting any other remedy) terminate any Service Contract forthwith by giving written notice to the other if any regulatory approval

required by law is withheld or is granted and then withdrawn.

- 5.10. If a Service Contract is not renewed within two calendar months of the termination or expiry of the previous Service Contract, Sysmex UK may need to perform PPM (which shall be chargeable Sysmex UK's then current rates) to establish the condition of the Equipment before entering into a new Service Contract. Any additional services required to bring the Equipment up to a reasonable working condition (taking into account the age of the Equipment) shall also be chargeable at the rates in force at the time.

6. Equipment Relocation / Changes to Virtual Services

- 6.1. The Customer must obtain written permission from Sysmex UK prior to changes to virtual services and/or relocation of Equipment (unless the Equipment is designed to be relocated). If the Customer relocates to a new address any Equipment designed to be relocated (eg point of care Equipment), the Customer must inform Sysmex UK of any such relocation.
- 6.2. If Sysmex UK provides technical assistance and/or support (including IT support) for the relocation of Equipment and/or changes to virtual services, the Customer shall pay (in addition to the Contract Price) for any parts used or provided, Sysmex UK's then-current charges for Engineer time, plus all costs incurred by Sysmex UK in respect of travel and accommodation.
- 6.3. In addition to the Contract Price and costs and charges described in Condition 6.2 above, the Customer shall pay for any services required to make good damage caused by any relocation of Equipment, unless such damage was directly caused by Sysmex UK.

7. Decontamination of Equipment

- 7.1. Prior to any Services being provided on the Equipment, and/or prior to any Equipment being returned to the Workshop, if Equipment has been or is being used for any purpose, or in an environment, which constitutes a biohazard, the Customer must ensure, as far as reasonably possible and in accordance with the operating instructions, that any health risk is removed by completing an effective decontamination procedure. Evidence of such decontamination must be provided to Sysmex UK upon request.
- 7.2. Sysmex UK reserves the right to charge the Customer for any Incurred Costs resulting from the Customer's failure to decontaminate the Equipment in accordance with Condition 7.1. In the event of any such failure, Sysmex UK shall not be obliged to provide the Services until it is satisfied that the appropriate action has been taken and, for the avoidance of doubt, the Customer will not be entitled to any refund of the Contract Price in such circumstances. Where there are key performance indicators in place under a separate agreement, any delay as a result of the Customer not meeting its obligations in this Condition 7 will not count towards downtime.

8. Access to Equipment and Working Environment

- 8.1. The Customer shall ensure that Engineers and/or other Sysmex UK employees or contractors have full, prompt and convenient access to the Equipment to enable them to carry out the Services, and access to a car parking space for Engineers at a reasonably convenient location.

- 8.2. The Customer shall provide a safe working environment for Engineers and other Sysmex UK employees or contractors in accordance with all relevant health and safety regulation and legislation.
- 8.3. To enable the performance of the Services, the Customer shall provide all connections to mains electricity, water, drains, etc, required for the operation of the Equipment (in accordance with the manufacturer's specifications) and all other supplies of the types used when the Equipment is in normal operation (including but not limited to reagents, quality controls and consumables).
- 8.4. Sysmex UK may provide tools that enable on-line trouble shooting and remote support (depending on the type of Equipment). If requested by Sysmex UK, the Customer must facilitate such remote access. Sysmex UK is HSCN approved, and other accreditations and certifications can be found at the web address at the foot of this page.
- 8.5. If the Customer breaches any or all of Conditions 8.1 to 8.4 above, or if any Engineer is required by the Customer to carry out additional site-specific training and/or registration or security access procedures prior to accessing the Equipment: (i) and the Customer will be liable to pay for any resulting Incurred Costs; (ii) where there are key performance indicators in place under any separate agreement, time spent as a result will not count towards downtime; and (iii) Sysmex UK will not accept any liability arising as a result.

9. Backup and Anti-virus software (depending on the type of Equipment)

- 9.1. The Customer is responsible for ensuring it has an adequate backup strategy in place, including regular backups of application data (e.g. QC data) to support disaster recovery and data recovery.
- 9.2. USB sticks are required for system recovery, and these are provided to the Customer by Sysmex UK. The Customer shall keep the USB sticks safe and make them available to Sysmex UK on request. Additional services required as a result of USB sticks not being made available will be charged to the Customer at Sysmex UK's then current rate.
- 9.3. Where an application is hosted in a virtual environment on servers not supplied by or owned by Sysmex UK, Sysmex UK is only able to support the Sysmex UK application and accepts no liability or responsibility for the performance, maintenance or availability of the virtual server. The Customer will be liable and responsible for hardware and server operating system support and configuration of the virtual environment.
- 9.4. The Customer shall obtain approval from Sysmex UK and/or shall follow all instructions from Sysmex UK regarding anti-virus and cyber security strategy in order to ensure CE / UKCA marking is maintained and to protect the Equipment from virus, worm, malicious code and other security risks.
- 9.5. The Customer must allow Sysmex UK to install Application Security to the Equipment as a first line of defence. This does not affect the Customer's responsibilities set out in this Condition 9.

10. Liability

- 10.1. Except to the extent that liability cannot be limited or excluded by law:
- 10.1.1. Sysmex UK shall not be liable to the Customer for any loss of profit or any indirect, special, or consequential loss or damage, costs, expenses

or other claims for consequential compensation whatsoever which arises out of or in connection with the provision of Services, except as expressly provided in these Conditions;

- 10.1.2. Sysmex UK shall not be liable in respect of:
- (i) damage to any other property caused by misuse of the Equipment or any of the events listed in Condition 3.1.1, 3.1.2 or 3.1.3;
 - (ii) the effect of any virus, worm or other malicious code unless introduced by Sysmex UK; or
 - (iii) any act, omission, fault, error or negligence of the Customer or the Customer's staff or contractors.
- 10.1.3. Sysmex UK's entire liability to the Customer arising under or in connection with any Service Contract, whether for negligence, breach of contract, or otherwise shall not exceed the aggregate of all charges paid or payable for the Services in the twelve (12) months immediately preceding the event giving rise to the claim.
- 10.2. Neither party shall be liable to the other or be deemed to be in breach of any Service Contract by reason of any delay in performing, or any failure to perform, any of their respective obligations in relation to the Services, if the delay or failure is due to Force Majeure.
- 10.3. Each party agrees to take all reasonable steps to mitigate any damage and/or loss that may otherwise be incurred under or related to the Service Contract.
- 10.4. Except as expressly provided in these Conditions, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

11. Insolvency of the Customer

- 11.1. Notwithstanding any other rights available to Sysmex UK or the Customer, Sysmex UK may terminate the Service Contract and/or suspend any Services without any liability to the Customer, if:
- 11.1.1. the Customer makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction); and/or
 - 11.1.2. an encumbrancer takes possession, or a receiver is appointed, over any of the property or assets of the Customer; and/or
 - 11.1.3. the Customer ceases, or threatens to cease, to carry on business; and/or
 - 11.1.4. Sysmex UK reasonably believes that any of the events mentioned above, or any similar event is likely to occur in relation to the Customer and notifies the Customer accordingly.
- 11.2. In the event of termination of the Service Contract in accordance with Condition 11.1, if Services have been provided but not paid for the charges shall become immediately payable regardless of any previous agreement or arrangement to the contrary.

12. General

- 12.1. Notifications under this Contract shall be in writing and delivered personally, sent by pre-paid first class post

or email to the address at the foot of this document. A notice is deemed to have been served at the time of delivery if delivered personally or by email or, if posted, at noon 3 days after the day on which it was posted.

- 12.2. Unless specifically stated to the contrary, no failure or delay by either party in exercising any of its rights under any Service Contract shall be deemed to be a waiver of that right, and no waiver by either party of any breach of any Service Contract and/or these Conditions by the other shall be considered as a waiver of any subsequent breach of the same or any other provision.
- 12.3. If any provision of any Service Contract is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of the Service Contract and the remainder of the provisions in question shall not be affected.
- 12.4. A person who is not a party to any Service Contract has no right under any legislation granting rights to third parties to enforce any term of the Service Contract, but this does not affect any right or remedy of a third party which exists or is available apart from such legislation.
- 12.5. These Conditions and each Service Contract shall be governed by the laws of England, and the parties submit to the exclusive jurisdiction of the English Courts.
- 12.6. These Conditions, together with the terms set out in the relevant Service Contract and Quotation, constitute the entire agreement and understanding of the parties and supersede any previous agreement between the parties relating to the Service Contract. Each of the parties acknowledges and agrees that, in entering into any Service Contract, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this agreement or not) other than as expressly set out in these Conditions or the relevant Service Contract. Nothing in this sub-clause shall, however, operate to limit or exclude any liability for fraud.
- 12.7. Neither party shall, except with the prior written consent of the other party, assign, transfer, charge, declare a trust over, or deal with any Service Contract or its rights under it or part of it, or purport to do any of the same.
- 12.8. Sysmex UK adheres to strict policies relating to tax evasion, anti-bribery, anti-corruption, health and safety and the environment. Brief details of the policies can be found on the Sysmex UK website. Each Party shall maintain and ensure that its employees and suppliers comply with policies in respect of such matters, and strictly adhere to any current relevant laws and legislation including, but not limited to, the Bribery Act 2010, Modern Slavery Act 2015, Criminal Finances Act 2017, Health and Safety at Work etc Act 1974, and any amendments of the same.

13. Services and Service Levels:

Services	Service Level			
	Premium / FC	Return to Base (RTB)	Basic	PM/PPM only
Web Portal access / Telephone call logging (24 hours)	✓	✓	✓	✓
CSC (troubleshooting) – Business Hours	✓	✓	✓	✓
Application & technical support	✓	✓	See note 1 and note 3	☒ See note 1
PPM visits (PMI kit & labour included) - see note 2	✓	✓	See note 3	See note 4
Sysmex Updates	✓	✓	✓	✓
Field Service Corrective Actions	✓	✓	✓	✓
Software & hardware Upgrades / non-Sysmex Updates	See note 1	See note 1	☒ See note 1	☒ See note 1
Breakdown service repair – Business Hours; parts and labour included	Unlimited onsite.	Unlimited return to base	See note 3	☒ See Note 1
Technical and/or Onsite Response (Business Hours)	Next Working Day See note 5	N/A	N/A or as scheduled	N/A

Notes:

Table 1 illustrates Services available from Sysmex UK according to the Service Level purchased by the Customer. These provisions may differ where other Specific Terms are in place between Sysmex UK and the Customer.

Note	Conditions
1	Unless specified in Specific Terms, all parts, labour, travel costs, accommodation, return to base transportation and/or engineering support shall be charged at Sysmex UK's then current rates. Note 6 also applies.
2	The provision and frequency of PPMs is dependent on the type of Equipment and will be detailed in the relevant manufacturer's recommended maintenance schedule.
3	Basic: The number of permitted onsite visits or RTB events that are included in the Contract Price, as agreed with the Customer shall be set out in the Quotation. This may be a combination of PPM and/or breakdown service repair. Any visits or events that are in excess of the number set out in the Quotation shall be charged in accordance with Note 1. This Service Level only includes labour, travel and accommodation costs associated with the onsite visit (or return to base transportation costs for RTB equipment) and standard PPM kit (as required). All additional parts shall be charged as extra. Note 6 also applies.
4	PPM only: This Service Level only includes labour, travel and accommodation costs associated with the PPM visit (or return to base transportation costs for RTB equipment) and standard PPM kit (as required). All additional parts shall be charged as extra. Note 6 also applies.
5	If the Service Contract or other Specific Terms includes service outside of Business Hours or a faster response time, then this will have been reflected in the Contract Price and shall be provided in accordance with such terms. Where any defect is deemed by Sysmex UK to be of a minor nature and the Equipment is operable, Sysmex UK may, instead of the Onsite Response Time stated here, arrange a non-urgent service visit at a time agreed with the Customer.
6	A quote for the work or additional parts (as applicable) will be provided to the Customer, Customer must provide a purchase order prior to work being scheduled and/or undertaken.

Essential contact information



Sysmex UK

Main reception..... 0333 320 3460



Customer Support Centre

Product hotline 0333 320 3466
Technical hotline.....0333 320 3467
Poch-100i hotline0333 320 3463
MSC hotline..... 0333 320 3464
Reagents hotline0333 320 3470

Ireland Customer Support Centre
Hotline 1800 936 590

Ireland Reagents and Consumables
Hotline 01 4287898

Product Support

Haematology TeamHaem.support@sysmex.co.uk
Haemostasis TeamCoag.support@sysmex.co.uk
IT TeamIt.support@sysmex.co.uk
Urinalysis TeamUrine.support@sysmex.co.uk
3D HISTECH TeamCellpath.support@sysmex.co.uk
Flow Cytometry TeamFlowCytometry.support@sysmex.co.uk
Technical SupportServicemail@sysmex.co.uk
Reagent OrderingReagentmail@sysmex.co.uk

Web Portal: <https://syserviceportal.powerappsportals.com/>
Sign in and click "Create Case"