

Extended Warranty Plan

for Idaho Technology Instruments and Products

BEFORE RETURNING YOUR INSTRUMENT, PLEASE READ ALL INSTRUCTIONS CONTAINED HEREIN, PARTICULARLY PARAGRAPHS 7, 9 AND 11. ALL RETURNS MUST COMPLY WITH U.S. IMPORT AND EXPORT LAWS AND REGULATIONS.

THIS EXTENDED WARRANTY PLAN (this "Warranty Plan") is a binding legal contract between Idaho Technology, Inc., an Idaho corporation ("ITI") located at 390 Wakara Way, Salt Lake City, Utah 84108, and the customer identified on the attached Certificate of Coverage (referred to hereafter as "Customer," "You" or "Your"). **BY PURCHASING THIS EXTENDED WARRANTY PLAN, CUSTOMER AGREES TO ALL TERMS, CONDITIONS AND OBLIGATIONS CONTAINED HEREIN.**

1. What is covered by this Warranty Plan?

This Warranty Plan covers only:

(a) The "ITI Instrument(s)" specifically identified by instrument serial number in the Certificate of Coverage. "ITI Instrument(s)" means only scientific instruments or devices which are (i) manufactured by ITI, (ii) ITI-branded (ITI has affixed its name or trademark(s) thereon), and (iii) covered by a user manual created by ITI, but specifically excludes ITI Software and Third Party Items; and

(b) The "ITI Software" licensed by ITI to Customer specifically for use and operation of the ITI Instrument covered by this Warranty Plan. "ITI Software" means computer applications software which is (i) owned or licensed by ITI, (ii) ITI-branded, and (iii) covered by a user manual created by ITI, but specifically excludes Third Party Items.

This Warranty Plan does not provide coverage for "Third Party Items," which means (i) instruments or devices manufactured by any party other than ITI, such as but not limited to centrifuges, computers, monitors, printers or other peripheral accessories or devices, even where such instruments or devices are delivered with the system of which the ITI Instrument is the primary component, and (ii) computer software developed, owned or licensed by any party other than ITI, such as but not limited to computer operating system or applications software (other

software (other than ITI Software) installed or loaded on any such computers sold or distributed in connection with the ITI Instrument. To the extent assignable or transferable, ITI assigns all manufacturer warranties of Third Party Items to its customers.

2. What benefits does this Warranty Plan provide?

Subject to the terms and conditions below, this Warranty Plan provides the following benefits to Customer:

(a) **Extended Limited Warranty:** ITI's standard Limited Warranty applicable to the ITI Instrument and its ITI Software will be extended for the Coverage Period of this Warranty Plan (see Paragraph 5 below);

(b) **Instrument Repairs:** ITI will furnish labor, parts and/or replacement equipment necessary to repair operational or mechanical breakdowns of the ITI Instrument(s); provided, however, that such service is necessitated by ITI Instrument failure during normal usage and the ITI Instrument remains as originally configured and charged for in this Warranty Plan;

(c) **Software Upgrades:** ITI will provide new versions, releases or upgrades of the ITI Software, but only if and to the extent made generally available by ITI to its customers using comparable ITI-manufactured instruments during the Coverage Period of this Warranty Plan; provided, however, that ITI may require that Customer

install and use any such ITI Software upgrades as a condition precedent to its continued services under this Warranty Plan;

(d) **Optional Instrument Recalibration and Quality Inspection:** No more than one (1) time during each yearly Coverage Period, Customer may return the ITI Instrument as per the instructions set forth in Paragraphs 7, 9, and 11 for recalibration, recommended maintenance and performance inspection and adjustment to original equipment specifications;

(e) **Telephone Support:** ITI will provide limited customer telephone technical support as specified below.

3. How does this Warranty Plan relate to ITI's standard Limited Warranty?

This Warranty Plan does not alter, modify or replace ITI's standard Limited Warranty. Rather, this Warranty Plan extends additional benefits (both during the one (1) year standard Limited Warranty period and for an additional period thereafter) to Customer. Please see Paragraphs 5 and 6 regarding Coverage Periods. This Warranty Plan is not insurance or a substitute for insurance.

4. Who is covered by this Warranty Plan?

The original end-user customer ("Customer" or "You") is the person with rights under this Extended Warranty.



The Customer's rights and obligations under this Warranty Plan will bind and inure to the benefit of Customer's respective successors, heirs, executors and administrators and permitted assigns.

5. How long is the Warranty Plan period?

The Extended Warranty Coverage Period commences on the date of expiration of the Limited Warranty, and continues in effect for one year from such date, as provided in the Certificate of Coverage. If Customer purchases an Extended Warranty after expiration of the Limited Warranty, then the Extended Warranty Coverage Period begins once the Instrument has been checked and recalibrated by ITI and shipped back to Customer as per Paragraph 17.

6. Can the Coverage Period be extended?

The Coverage Period can be extended for additional one (1) year Coverage Periods by delivering written notice of renewal to ITI's Customer Support Department, together with the then-current renewal premium quoted by ITI's Customer Support Department, provided that the notice and renewal premium must be received by ITI prior to the expiration of the then-current Coverage Period. This Warranty Plan does not provide coverage for any ITI Instrument or ITI Software after the date which is five (5) years after the ITI Instrument is placed in service by original delivery to Customer, notwithstanding anything to the contrary in the foregoing and notwithstanding any quotation or acceptance by ITI of any renewal premium for periods extending beyond such five (5) year period (any such unearned premium shall be promptly refunded to Customer upon request).

7. How do I obtain service?

To obtain service, You must first follow the problem determination and resolution procedures provided with the ITI Instrument, in its user manual or on the ITI website at www.idahotech.com. If You are un-

able to resolve a problem in that manner, please contact ITI's Customer Support Department (United States) at: **(800) 735-6544, (801) 736-6354 or via email at:**

support@idahotech.com. You will be asked to provide information and assistance over the telephone, electronically or by remote access to help the technician identify a solution to Your problem. You may be asked to present the serial number for the covered Instrument and other information to determine coverage under this Warranty Plan. Customers outside the U.S. may be required to seek further information from their authorized distributor.

8. How will ITI provide repair services?

If Your problem cannot be resolved over the telephone, electronically or by remote access, ITI will determine (in its sole discretion) the most practicable resolution, which may include one or more of the following: (i) shipment of new or reconditioned replacement parts to Customer (together with appropriate instructions for Customer to install the parts) on an exchange basis, (ii) shipment of a new or reconditioned replacement Instrument that is at least functionally equivalent to the original ITI Instrument on an exchange basis, (iii) shipment of a new, in-service or reconditioned ITI Instrument that is at least functionally equivalent to the original Instrument on a temporary "loan" basis, (iv) assistance of ITI's authorized distributors or service technicians, or (v) issuance of a return material authorization (RMA) for Customer to return the ITI Instrument (or defective component thereof) for repair or replacement by ITI. ITI reserves the right to inspect the ITI Instrument (or defective component thereof) and may use reconditioned or replacement items or parts that are at least functionally equivalent to original manufacturer specifications. Upon receipt by Customer of the replacement part or replacement ITI Instrument, the original part or ITI Instrument becomes ITI property and shall be returned by Customer to ITI at

Customer's expense. Customer shall pay to ITI the retail value of the replacement part or ITI Instrument if ITI does not receive the original part within twenty (20) days after Customer's receipt of the replacement part or replacement Instrument.

9. What actions are necessary prior to returning any Instrument (or part thereof) for service?

Before returning any ITI Instrument (or part thereof) to ITI, Customer must first contact ITI's Customer Support Department for a Return Material Authorization (RMA) number and shipping instructions. **Failure to follow shipping instructions may result in delay of return shipment of Instrument.** Customer must follow the instructions specified by ITI including, without limitation, instrument decontamination and data backup procedures and other procedures specified by ITI in connection with the RMA. Before returning any ITI Instrument (or part thereof) for service, Customer must decontaminate the ITI Instrument of all biological, chemical or organic materials, agents or toxins. Customer is solely responsible for shipment of the ITI Instrument to ITI free of any biological, chemical or organic materials, agents or toxins and otherwise in accordance with all applicable laws, rules and regulations, and ITI reserves the right to refuse delivery or return the ITI Instrument without service if Customer does not strictly comply with this requirement. Further, Customer is solely responsible for backing up any data (on a storage media external to the ITI Instrument which will enable Customer to reconstruct or recover lost or altered data if necessary) and removing any confidential, proprietary or personal information. ITI disclaims responsibility for any lost, damaged or destroyed software program, data or other information stored or residing on any data storage or other media or any part of the ITI Instrument covered by this Warranty Plan including, without limitation, deletion or alteration of the contents of the hard drive or data storage media which may occur during service of the



ITI Instrument. ITI is not responsible for (i) damage to or loss of any programs, data, or removable storage media, or (ii) the restoration or reinstallation of any programs or data other than software installed by ITI when the ITI Instrument was originally manufactured.

10. Who pays for shipping and insurance costs?

Regarding domestic (CONUS)

Shipments: ITI is responsible for all domestic (CONUS) costs of shipping, intransit insurance and related costs of delivery of the ITI instrument (or defective component thereof).

Regarding international

(OCONUS) Shipments: Customer will be charged a one-time flat handling fee of \$250.00 (Two Hundred Fifty United States Dollars) to offset shipment and return shipment costs, and ITI will pay all other international (OCONUS) costs of shipping, in transit insurance, duty, taxes and related costs, except that Customer bears all risk of loss or damage during transit.

ITI shall make all shipments in a commercially reasonable manner without obligation to incur any overnight, expedited or other special handling charges. However, when repair or replacement is covered under this Warranty Plan, if and to the extent ITI is unable to repair or replace the ITI instrument and deliver the ITI instrument to a common carrier for return shipment to Customer within ten (10) business days after the later of (i) its receipt by ITI or (ii) receipt by ITI of all required RMA documents or information from Customer, ITI will pay any incremental costs incurred for expedited delivery service to Customer. Except for such incremental shipping costs, ITI shall not be liable for any delay in providing services under this Warranty Plan.

11. How do I return an ITAR-controlled Instrument from outside the U.S. (OCONUS)?

If an ITAR-controlled Instrument is to be returned to ITI from outside the

U.S., You must first contact ITI's Customer Support Department for a return material authorization. Customer must follow all shipping instructions provided by ITI's Customer Support Department, including using ITI's designated shipper (if any). Failure to follow all instructions can result in a U.S. export violation, potentially necessitating acquiring a further export license. Further, shipping non-compliance may result in a several-week delay of the Instrument's return shipment to Customer.

12. Where are repair services performed?

This Warranty Plan only covers repairs at ITI's principal place of business. This Warranty Plan does not include on-site service at Customer's premises. However, ITI reserves the right, in its sole discretion, to effect repairs by or through its distributors or other authorized service technicians at Customer's premises or at ITI's distributors or authorized agents service facilities. ITI may subcontract the services under this Warranty Plan without notice to Customer.

13. What service response times apply for covered services?

ITI will repair or replace the ITI Instrument and deliver the ITI Instrument to a common carrier for return shipment to Customer, as promptly as possible, and in most cases within ten (10) working days after receipt of the malfunctioning ITI Instrument by ITI and all required RMA documentation. However, except for incremental shipping costs as provided above, ITI shall not be liable for any delay in providing services under this Warranty Plan.

14. What telephone technical support is available?

As of the date of this Warranty Plan, telephone technical support in accordance with ITI's normal practices is available only during ITI's normal business hours (which may exclude some holidays and response times will vary) by calling ITI's Customer Support Department. At ITI's election, ITI may offer after-hours technical

support to Customer under this Warranty Plan. Although ITI is without obligation to do so under this Warranty Plan, ITI currently anticipates offering such after-hours technical support when a sufficient number of customers have entered into Warranty Plan Agreements applicable to comparable Instruments.

If ITI elects, in its sole discretion, to offer after-hours technical support to its customers under Warranty Plans covering comparable Instruments, ITI will extend such after-hours technical support to Customer under this Warranty Plan, free of charge to Customer but subject to the terms, conditions and limitations of this Warranty Plan.

15. What is not covered by this Warranty Plan?

This Warranty Plan does not cover, and expressly excludes, the following:

- repairs which are not necessitated by operational or mechanical breakdown during normal use;
- normal wear and tear not resulting in operational or mechanical breakdown;
- decontamination required as a result of use and operation;
- theft, loss, mysterious disappearance or misplacement;
- cosmetic damage or other damage that does not affect functionality;
- damage caused during shipment between Customer and ITI;
- problems arising from or related to misuse, neglect, accident, viruses or reckless, abusive, willful or intentional conduct;
- problems arising from or related to external electrical power sources;
- improper maintenance or repair by anyone other than ITI or its authorized representatives or using parts, accessories or supplies not provided by ITI;
- problems arising from or related to usage which is not in accordance with instructions in the user manual published by ITI for the ITI Instrument or Software;
- problems arising from or related to failure to perform preventive maintenance as and when recommended



by ITI in the user manual published by ITI for the ITI Instrument;

- problems arising from or related to installation or execution of Software on any computer other than the computer sold by ITI with the ITI Instrument or on any computer which contains or runs operating system or applications software other than software loaded or installed at the time of delivery of such computer by ITI;
- problems arising from any modification of the ITI Instruments or Software without the prior written consent of ITI;
- the cost of new or additional equipment, devices, parts or accessories (other than the ITI Instrument or its component parts, to the extent covered under this Warranty Plan) or third party software (other than the ITI Software) required as a condition of implementing any Software upgrade, new version, workaround, etc.

16. What further limitations apply and what liabilities or damages are expressly excluded?

ITI warrants only that its services under the Warranty Plan will be performed in a professional and workmanlike manner, consistent with its standard of care generally prevailing in the state and county in which its principal place of business is located. ITI disclaims all other warranties, express or implied, regarding the services, including the implied warranties of merchantability and fitness for a particular purpose. Some state laws do not allow the exclusion of implied warranties. Any implied warranties that may be imposed by law are limited in duration to the term of this Warranty Plan.

Notwithstanding anything herein to the contrary, ITI's maximum liability under this Warranty Plan shall be limited to the total monies paid by Customer for the original purchase price of the ITI Instrument. This limitation shall apply regardless of the form of legal action. In the event ITI replaces

the ITI Instrument with a new or reconditioned ITI Instrument that is at least functionally equivalent to original manufacture specifications or reimburses Customer for the original purchase price, minus the cost of prior repairs of the ITI Instrument (calculated at ITI's normal service labor and materials rates), ITI shall have satisfied all of its obligations under this Warranty Plan. Repair or replacement of the ITI Instrument, cure of the ITI Software or refund of the Warranty Plan price, minus the cost of prior repairs, are Customer's exclusive remedies for breach of this Warranty Plan.

To the maximum extent permitted by law, ITI shall not be liable to Customer for indirect, special, incidental, or consequential damages arising from the services provided under this Warranty Plan, delay in furnishing services, or failure to furnish services, including without limitation, loss of data or software, loss of use or lost profits, whether based in contract, tort or otherwise, even if ITI has been advised of the possibility of such damages. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to a particular Customer. This Warranty Plan gives the Customer specific legal rights, and the Customer may also have other rights which vary from state to state. Conditions listed on the Certificate of Coverage apply to You.

17. When can the Warranty Plan be purchased?

This Warranty Plan can be purchased from ITI or ITI's authorized distributor at the time of Customer's original purchase or lease of the ITI Instrument. Thereafter, Customer must apply for the Warranty Plan by contacting ITI's authorized distributor or the ITI Customer Support Department. At ITI's sole option and discretion, ITI may require that, as a precondition to any extension of Warranty Plan coverage to Customer after the time of Customer's original purchase or lease that: (a) the ITI Instrument be shipped to ITI and repaired and recalibrated to original manufacturer specifi-

cations; (b) Customer upgrade the ITI Software to the most recent version or release that would have been provided to Customer if this Warranty Plan had been maintained in effect from and after the time of Customer's original purchase or lease of the ITI Instrument; and/or (c) Customer install any applicable bug fixes to the ITI Software. If ITI requires Customer to comply with any of these Options, such requirement(s) shall be at Customer's sole cost and expense (at ITI's then current standard repair and replacement or Software upgrade/bug fix fees) and payable prior to any extension of this Warranty Plan to Customer. However, if and to the extent ITI agrees to extend Warranty Plan coverage to Customer in connection with such repair and recalibration, Customer shall receive a credit equal to ITI's then-current recalibration fee (but not repair charges or Software upgrade fees) against the applicable renewal premium quoted by ITI's Customer Support Department.

18. What fees or charges will be invoiced to Customer?

International (OCONUS) Customers will be invoiced for the handling fee as per Paragraph 10 above. In addition, should ITI repair or refurbish all or part of any ITI Instrument at Customer's request, in circumstances where such repair or refurbishment is not covered by this Warranty Plan, Customer shall pay for such repair or refurbishment at ITI's then current standard repair and replacement fees, plus applicable taxes, shipping and insurance costs. Payment shall be due and payable within thirty (30) days following Customer's receipt of the invoice.

All amounts shall be due and payable in lawful currency of the United States. Payments are deemed made when received by ITI. Interest shall accrue on any unpaid balances at a rate of 1.5% per month (or the maximum legal interest rate allowed by applicable law, if less) from and after the due date.

19. What other provisions apply to this Warranty Plan?

(a) The obligations of ITI under this Warranty Plan are backed by the



full faith and credit of ITI. ITI is the Warranty Plan seller and provider. Customer may return this Warranty Plan for any reason for a full refund within 30 days of receipt, at which point coverage will end and ITI will promptly reimburse Customer. ITI will add a penalty of 10% per month to any such refund to not paid to Customer within 30 days of receipt Customer's cancellation of notice.

(b) Each of the provisions and agreements herein contained shall be binding upon and ensure to the benefit of the parties hereto and their respective legal representatives, successors and assigns. ITI may assign its rights and delegate its duties under this Warranty Plan by written notice to Customer.

(c) This Warranty Plan and the Certificate of Coverage referenced herein constitute the entire understanding of the parties hereto with respect to the subject matter hereof. No amendment, modification, rescission or alteration of the terms hereof shall be binding unless the same be in writing, dated subsequent to the date hereof and duly approved and executed by ITI's Legal Department.

(d) Every provision of this Warranty Plan is intended to be severable. If any term or provision hereof is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of this Warranty Plan.

(e) ITI and Customer agree that the validity, construction and performance of this Warranty Plan shall be governed by the laws of the State of Utah, U.S.A. (excluding any of its conflict of laws principles or jurisprudence which might refer to the substantive laws of any other jurisdiction). Venue for any dispute or proceeding arising from or related to this Warranty Plan shall be exclusively vested in any state or federal court located in Salt Lake County, State of Utah, and each party irrevocably and unconditionally consents to the juris-

diction of such courts and irrevocably and unconditionally waives (i) any right to trial by jury and (ii) any claims, defenses or objections, whether substantive or procedural, based upon lack of personal jurisdiction, inconvenient venue or the like.

(f) Except to the extent expressly prohibited by applicable law, ITI and Customer shall be prohibited, and hereby irrevocably and unconditionally waives any right to bring any claim, demand or cause of action arising from or related to this Warranty Plan more than one (1) year after the expiration of the Coverage Period of this Warranty Plan.

For more information regarding Idaho Technology's Warranty Plan or to receive a quote for coverage on your instrument, please contact us at 1-800-735-6544. Be sure to have the serial number of your instrument when requesting a quote.

