

ANNUAL SERVICE PLANS

Cost effective solutions to protect your assets and help minimize down-time.

SERVICE PLANS

Diversified Laboratory Repair® (DLR) offers a variety of high quality, cost effective service plans to meet many levels of coverage. All PMs are completed in accordance with our ISO 9001:2015 accredited Quality Management System. These services assist our customers by detecting and/or resolving any operational issues and helping to minimize the down-time of your laboratory equipment.

TIERED SERVICE PROGRAMS

PREVENTIVE MAINTENANCE (PM) SERVICE PROGRAM

The (PM) program provides a solution for those seeking to prolong the life of their laboratory equipment. This program includes a thorough inspection of the mechanical operation, and a complete calibration, utilizing NIST certified instruments. All inspection data is documented and provided to the customer for record-keeping.

- Inspections may be performed as frequently as desired and follow SOPs to ensure uniformity.
- Helps increase the reliability of the equipment by catching failures before they occur.
- Increases efficiency which leads to less energy usage and helps reduce operating costs.

SILVER STAR SERVICE PROGRAM



In addition to the services provided in the PM program, the Silver Star program is a cost-effective option that includes loaner units for cold storage equipment in the event of an equipment failure or in-shop repair, full coverage of travel, labor, and replacement parts (including repairs), unlimited phone and email support, and same-day onsite services during normal business hours (8:00am - 4:30 pm, Monday - Friday).

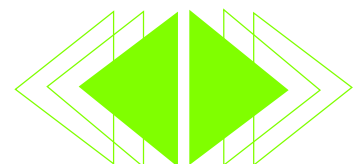
- Regular preventive maintenance inspections.
- No purchase orders required for one-off service requests.
- Helps provide better protection for the integrity of the stored product.

GOLD STAR SERVICE PROGRAM



Our top-of-the-line Gold Star program offers the best in cost-control and worry-free maintenance for your laboratory equipment. The Gold Star program includes all services provided in both the PM and Silver programs. It also includes all parts and labor services and loaner freezers 24-hours per day, 365 days a year.

- Offers peace-of-mind that equipment continues to perform as intended.
- Protects critical research and cold stored products with 24/7/365 loaner freezers provided at temperature.
- Helps improve uptime.





TIERED SERVICE PROGRAMS COMPARISON

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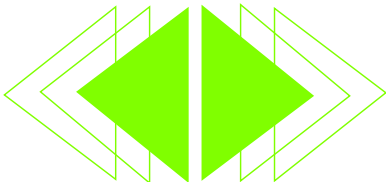


SERVICE PROVIDED	PM CONTRACT	SILVER STAR SERVICE CONTRACT	GOLD STAR SERVICE CONTRACT
Two (2) Preventive Maintenance Inspections with One Point Temperature Calibration performed over the term of the contract on all refrigerators and freezers.	X ^A	X ^A	X ^A
Certificate of Calibration and Preventive Maintenance Inspection provided after each inspection.	X	X	X
Equipment Status Report accompanies the certificates, providing an overview of the inspection findings.	X	X	X
Calibration and Preventive Maintenance Inspection labels will be affixed to each unit at time of inspection.	X	X	X
Priority scheduling for PMs.	X	X	X
Full coverage of travel expenses for repair services.		X	X
Full coverage of labor expenses for repair services.		X	X
Full coverage of replacement parts for repair services. DLR will procure all necessary parts and repair the units at no additional cost.		X	X
Cold storage loaner units available for in-shop repair services.		X ^B	X ^B
Reduced administrative burden - no purchase orders required for one-off services.		X	X
Unlimited phone and e-mail support.		X	X
Priority scheduling for all services.		X	X
Same-day, onsite availability of Certified Technician during the hours of 8:00 am to 4:30 pm. Monday - Friday.		X ^C	X
Certified Technician availability twenty-four (24) hours daily. Weekend and holidays included.			X

^A Multi-point calibrations available at additional cost.
^B Loaner units available on a first-come, first-served basis.
^C PLEASE NOTE: Requests for service received after 2:00pm will be addressed the following morning. Emergency service available at prevailing rate.

Who We Are

Diversified Laboratory Repair (DLR) is an ISO 9001:2015 accredited, full-service laboratory service provider with a full suite of biopharma, healthcare, and research laboratory services for a wide variety of equipment types and brands.



Contact us for more information on our annual service plans. info@dlrepair.com