Atrandi Biosciences Warranty, Service & Support Policy

Our Commitment

At Atrandi, our goal is to maximize instrument uptime, productivity, and customer success throughout the life of every instrument. Our Warranty, Service & Support Program combines responsive technical assistance, comprehensive warranty coverage, optional Extended Warranties, and additional service offerings designed to keep your instrument operating at peak performance.

Whether you need basic troubleshooting, hardware repairs, preventive maintenance, operator training, or advanced application support, Atrandi is committed to providing timely, knowledgeable, and practical assistance.

Standard Warranty

Every new Atrandi instrument includes a twelve (12) month Limited Warranty as set forth in the Atrandi Terms and Conditions of Sale ("TCs"). This policy refers to that warranty as the "Standard Warranty."

Warranty Commencement

Flux and Onyx

- Warranty begins upon the invoice date.

Styx

- Warranty begins on the earlier of:
  - Successful completion of Atrandi's installation and site acceptance procedure; or
  - Thirty (30) days after the shipment date.

For instruments purchased through an authorized distributor, warranty commencement is not delayed by distributor logistics, customer scheduling, customs clearance, or other third-party delays.

Standard Warranty Includes

During the Warranty Period, Atrandi provides:

- Remote technical support for standard instrument functionality and troubleshooting
- Standard instrument operation and application support
- Repair of covered hardware failures
- Replacement parts required for covered repairs
- Reasonable travel and shipping costs associated with covered warranty repairs

Consumable Credit

If consumables are damaged or rendered unusable as the direct result of a covered instrument failure, Atrandi may provide, at its discretion, a credit toward a future consumable purchase.

Eligibility will be determined by Atrandi based on the reported issue and supporting information.

Sample loss, experimental results, downstream analyses, and research costs are not covered.

Extended Warranty

Following expiration of the Standard Warranty, customers may purchase an Extended Warranty to continue the warranty coverage and included services. Extended Warranties:

- May be purchased at the time of the original instrument purchase.
- Are available in one-year increments.
- May be purchased for multiple years.
- Must be purchased prior to expiration of the current Standard Warranty or Extended Warranty to avoid potential reinstatement requirements.
- Begin immediately following expiration of the Standard Warranty.

Reinstatement of Coverage

If an Extended Warranty is purchased after the Standard Warranty or a previous Extended Warranty has expired, Atrandi may determine on a case-by-case basis whether an instrument evaluation is required before new coverage becomes effective.

At Atrandi's discretion, this evaluation may include:

- Review of instrument performance,
- Preventive maintenance,
- Inspection,
- Calibration,
- Repair,
- Factory refurbishment (where applicable), or
- Other actions necessary to confirm the instrument is operating within specifications.

If repairs or corrective maintenance are required, customers may either:

- Purchase the required repairs on a time-and-materials basis before the Extended Warranty becomes effective; or
- Purchase an Extended Warranty under terms approved by Atrandi, which may include all or a portion of the required repairs or a credit toward those repairs as part of the reinstatement process.

Coverage under the Extended Warranty becomes effective only after Atrandi confirms the instrument is operating within specification.

Service Offerings

Atrandi offers a range of service offerings to support instrument performance, customer success, and the entire instrument lifecycle. Certain services are included under the Standard Warranty or an Extended Warranty, while others are available for purchase as needed. Service offerings include:

- Remote Technical Support
- Standard Application Support
- Custom Application Support
- Instrument Installation*
- Operator Training*
- Instrument Relocation
- Instrument Repair
- Consumable Credit**
- Replacement Parts
- Preventive Maintenance

The following table summarizes services included under the Standard Warranty and Extended Warranty, as well as services available for purchase when not otherwise included or when an instrument is no longer covered under the Standard Warranty or an Extended Warranty.

Service Matrix

Service	Standard Warranty	Extended Warranty	Available for Purchase
Remote Technical Support	✓	✓	Included
Standard Application Support	✓	✓	✓
Instrument Installation	Included with New Purchase*	—	✓
Operator Training	Included with New Purchase*	—	✓
Instrument Relocation	—	—	✓
Instrument Repair	✓	✓	✓
Consumable Credit**	✓	✓	—
Replacement Parts	✓	✓	✓
Preventive Maintenance	—	—	✓

* Instrument installation and operator training are provided as applicable to the instrument platform. Flux and Onyx are customer-installed, while Styx installation is performed by Atrandi. Operator training may be provided remotely or on-site, depending on the platform.

** Available only when the underlying instrument failure is determined by Atrandi to be a covered manufacturing or service-related issue.

Warranty Exclusions

Warranty exclusions are set forth in the Atrandi Biosciences Terms & Conditions of Sale.

Software and firmware licensing, updates, and related terms are governed by Atrandi's End User License Agreement (EULA).

Nothing in this Warranty, Service & Support Policy modifies or supersedes the Atrandi Biosciences Terms and Conditions of Sale or the Atrandi Biosciences End User Software License Agreement (EULA).

Contacting Support

Customers requiring technical assistance should contact Atrandi or, where applicable, their authorized distributor.

Remote technical support is available to all Atrandi customers regardless of warranty status. Additional charges may apply only if the requested support extends beyond standard technical support into separately purchased service offerings.

Pricing

Pricing for Extended Warranties and additional service offerings may vary by instrument platform and geographic region, and is available upon request through Atrandi or your authorized distributor.

Service Availability

Atrandi continuously evaluates and expands its Warranty, Service & Support offerings to meet the evolving needs of our customers. Specific services, response methods, and delivery options may vary by instrument platform, geographic location, and product lifecycle. Atrandi reserves the right to modify its Warranty, Service & Support offerings from time to time.