

## INFOCUS Contract Types

### BUDGET SECURITY

PREVENT	BALANCE	BALANCE+	SELECT	SELECT+	COMPLETE	COMPLETE+	UPTIME	UPTIME PRIME

	PREVENT	BALANCE	BALANCE+	SELECT	SELECT+	COMPLETE	COMPLETE+	UPTIME	UPTIME PRIME
<b>Uptime*</b>									
% Uptime*	—	Rep. Time**	96%	Rep. Time**	96%	Rep. Time**	96%	96%	98%
% Uptime Guarantee	—	—	—	—	—	—	—	•	•
Uptime Support (Individual Consultancy)	—	—	—	—	—	—	—	—	•
Target for Loan Provision or on-site Response Time**	—	—	2 days	—	2 days	—	2 days	2 days	Next day
Technical Telephone Support, Remote Access**	—	•	•	•	•	•	•	•	•
<b>Corrective Maintenance</b>									
Repair at Olympus Service Center or on-site**	—	•	•	•	•	•	•	•	•
Labor Cost	—	•	•	•	•	•	•	•	•
Original Spare Parts	—	•	•	•	•	•	•	•	•
Software Updates**	—	•	•	•	•	•	•	•	•
Coverage	—	Repair price limit***		Repair quantity limit****		Full cost coverage*****		Full cost coverage*****	
<b>Preventative Activities</b>									
Inspection/Maintenance at Olympus Service Center or on-site	•	•	•	•	•	•	•	•	•
Original Spare Parts	•	•	•	•	•	•	•	•	•
Labor Cost	•	•	•	•	•	•	•	•	•
Travel Cost	•	•	•	•	•	•	•	•	•
<b>Transportation</b>									
Pick-up and Shipping to Olympus Service Center	—	•	•	•	•	•	•	•	•
Return Shipment to the Customer	—	•	•	•	•	•	•	•	•

Optional Value-Added Services	PREVENT	BALANCE	BALANCE+	SELECT	SELECT+	COMPLETE	COMPLETE+	UPTIME	UPTIME PRIME
Additional Preventive Inspections									
Medical Expert Training: Lecture sessions on damage prevention and troubleshooting									
Validation for ETD/EDC									

\* Equipment availability within a contract type and device group. \*\* Depending on product type. \*\*\* Equipment availability resumed within the regular Olympus repair turnaround time for the type of instrument. \*\*\*\* Coverage: Normal wear and tear, accidental damage, up to agreed price limit. Additional repair costs at a special discount. \*\*\*\*\* Coverage: Normal wear and tear, accidental damage. Full cost coverage with a quantity limit on predefined major repairs. \*\*\*\*\* Coverage: Normal wear and tear, accidental damage.

- Included in the INFOCUS Service Contract.
- Not Included in the INFOCUS Service Contract.

