



WORLD  
PRECISION  
INSTRUMENTS

# Be Confident in Your Data

Invest in the premium warranty and get routine checkups and service



Extended  
Warranty Plans

Preventative  
Maintenance

Service &  
Repairs



WPI maintenance plans cover your WPI equipment beyond the standard warranty, including repair of accidental damage.



## WPI PREMIUM Warranty Plans

WPI Service Plans include comprehensive, no-questions-asked protection from accidental damage to your WPI equipment.



## Preventive Maintenance (Renew)

Routine preventive maintenance with cleaning and calibration/verification avoids unexpected downtime and failure and enables early detection of problems.



## Maintenance & Repair Plans (Refresh & Revive)

If your WPI equipment is malfunctioning or even if it will not power up, we have a full-service repair shop. Fixed, up front price speeds the process and reduces equipment downtime.



## Refurbished Instruments

To support low-budget projects WPI is now offering refurbished equipment with limited warranty (3 months). Contact WPI Customer Service now or talk to your Account Manager to inquire. Call Customer Service Department: (800) 866-1974 or Email: [service@wpiinc.com](mailto:service@wpiinc.com)



## Comprehensive, no-questions-asked protection from accidental damage to your equipment.

WPI's Premium warranties provide peace of mind when unexpected events occur. This plan coverage exceeds the standard manufacturer's warranty and includes accidental damage to your equipment.

### Coverage Options



#### 2-Year PREMIUM Warranty

Comprehensive,  
No Question Asked  
Coverage



#### 1-Year PREMIUM Warranty

Comprehensive,  
No Question Asked  
Coverage

### Benefits



#### Free annual cleaning, calibration and repair

Calibration/Verification Certificate included



Minimize downtime with 5-day  
turnaround time on service



#### Free ground shipping

To and from the WPI Service Center



Avoid expense for accidentally  
damaged equipment

## Features



### Repair

- WPI approved parts for all repairs
- Serviced by authorized WPI technicians



### Live technical support



### Annual calibration and maintenance of unit



### Software Upgrade

(if applicable)



### Repair of accidental damage

2 per year. Cost reverts to standard pricing thereafter.\*



### Calibration

1 per year. Cost reverts to standard pricing thereafter.



\*Restricted to a maximum of two incidents annually and does not cover accessories.

NOTE: The PREMIUM Warranty can be bought only at the time of purchase. Purchase of the warranty includes electronic notification of free annual calibration/verification.

## Ask about an PREMIUM Warranty Today

Contact the WPI service center to keep your equipment functioning optimally and get your instruments calibrated precisely.



**(800) 866-1974**



**service@wpiinc.com**



**Routine preventive maintenance** of your out-of-warranty equipment with cleaning & calibration/verification avoids unexpected downtime and allows early detection of issues.

WPI's Renew plan provides confidence in the data from your WPI equipment. You count on the unit's precision for your publications and for projects with your collaborator. Make sure your unit is always within specifications.

## Benefits



### Free annual cleaning and calibration or verification

Cleaning and calibration against WPI internal standards using NIST traceable equipment, when applicable. Calibration/Verification Certificate included.



### Minimize downtime with 5-day turnaround time

On service once the unit is received at the WPI Service Center



### Free ground shipping

From the WPI Service Center

## RENEW your WPI Equipment Today

Contact the WPI service center to keep your equipment functioning optimally and get your instruments calibrated precisely.



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**service@wpiinc.com**



## **WPI offers a full-service repair facility** for your out-of-warranty equipment that malfunctions or fails to power up.

The WPI repair plan offers fixed prices for your repairs regardless of the issue. The prices are based on whether or not the instrument powers on. You know the cost of your repair up front before you even send in your unit. If your unit powers on but is malfunctioning, you need a WPI REFRESH. If your unit fails to power on, you need a WPI REVIVE.

### Benefits



Repairs include necessary replacement parts



Free annual cleaning and calibration or verification

Cleaning and calibration against WPI internal standards using NIST traceable equipment, when applicable.  
Calibration/Verification Certificate included.

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Minimize downtime with 5-day turnaround time

On service once the unit is received at the WPI Service Center



Free ground shipping

From the WPI Service Center

## DECONTAMINATION PRIOR TO SENDING EQUIPMENT TO THE WPI SERVICE CENTER

An instrument that is sent to the WPI Service Center needs to be decontaminated to prevent health risks.

1. Observe the notes on the decontamination certificate.
2. Decontaminate all the parts you would like to send to WPI.
3. Download the Decontamination Certificate and include it when you ship your unit to the WPI Service Center.

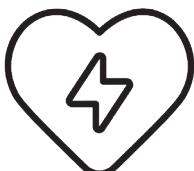


Online Decontamination Form



### Refresh: Repair Instrument that Powers Up

NOTE: Equipment powers on, but malfunction qualifies for a REFRESH.



### Revive: Repair Dead Instrument

NOTE: Equipment that fails to power on qualifies for a REVIVE.

## REFRESH or REVIVE your WPI Equipment Today

Contact the WPI service center to keep your equipment functioning optimally and get your instruments calibrated precisely.

 **(800) 866-1974**

 **service@wpiinc.com**

## for Service Under WPI's PREMIUMed Warranty Plan

WPI PREMIUM WARRANTY PLAN INCLUDES ACCIDENTAL DAMAGE COVERAGE.

**SERVICE CONTRACT TERMS AND CONDITIONS** This Service Contract is not a contract of insurance. This Service Contract is issued in conformance with these terms and conditions. By enrolling in WPI's PREMIUM Warranty Plan (EWP) or by using or retaining the benefit of the WORLD PRECISION INSTRUMENTS, LLC (WPI) services, the customer ("Customer" or "you") agrees to be bound by the terms and conditions set forth herein (the "Terms"). If you do not agree with these Terms, you should not enroll in or should immediately cancel your coverage. This Service Contract includes these Terms and any other applicable addenda.

THIS SERVICE CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING AND BEYOND THE TERM OF THE MANUFACTURER'S WARRANTY.

**Service Contract Provider/We/Us/Our/Seller means WPI.** Covered Product means your covered WPI PRODUCT, as indicated via serial number in the confirming order acknowledgment, including any standard accessories such as the power supply included with your product purchase at no extra cost, or at our discretion, any replacements provided by WPI under this Service Contract. Order Acknowledgment is a document describing the Covered Product, the length of service, and Price paid for the Plan. Plan means the PREMIUM WARRANTY PLAN (EWP), the terms and conditions of which are governed by this Service Contract. Service Contract means this Service Contract, which governs the Plan you have purchased to cover the Covered Product described in the Order Acknowledgment document. Price means the consideration paid for by you for this Service Contract.

**COVERAGE TERM** This Service Contract will take effect upon shipment of the Covered Product and will apply to the Covered Product up until the coverage end date as described in the Order Acknowledgment or until canceled by either you or us. Covered Product repairs and calibrations coverage will be valid until the coverage end date or until canceled by either you or us. Please refer to your coverage start date and coverage term on the Order Acknowledgment for further information concerning your coverage. The term is shown in the Order Acknowledgment.

**WHAT IS COVERED** UNDER THE PREMIUM WARRANTY PLAN, PRODUCTS ARE COVERED BEYOND THE STANDARD WARRANTY.

**STANDARD WARRANTY** - WPI, LLC. warranties this instrument. At its option, WPI will repair or replace the unit if it is found to be defective as to workmanship or materials. The period of this standard warranty is provided in the respective manual. Within the warranty period, if an instrument is malfunctioning, WPI will provide technical assistance through telephone or email to attempt to make the instrument operational. If it is determined that the instrument requires repair, we will issue a Return Material Authorization (RMA) so that the user can ship the unit back to our Precision Care Center, typically Sarasota, Florida, USA. Once at our repair facility we will repair the instrument and return it to the user free of charge if the cause of failure is determined to be a manufacturing defect. In the event the malfunction is not caused by manufacturing defect, such as a liquid spill, we will contact the user and advise on the cost of repair unless another service program is in place.

**PREMIUM WARRANTY - MECHANICAL BREAKDOWN AND ACCIDENTAL DAMAGE** – This Service Contract provides repair or replacement coverage for hardware failures due to normal wear and tear including accidental damage (such as drops, liquid spills, and mechanical breakage). Should we repair your Covered Product, we will restore its hardware and preloaded manufacturer's functionality to the manufacturer's written specifications.

Within the PREMIUM warranty period, if an instrument is malfunctioning, WPI will provide technical assistance through telephone or email to attempt to make the instrument operational. If it is determined that the instrument requires repair, we will issue a Return Material Authorization (RMA) and a label to affix in the shipping box, so that the user can ship the unit back to the WPI Precision Care Center – the repair center, typically at Sarasota Florida, USA. Once at the Precision Care Center, we will repair the instrument and return it to the user free of charge within 3 business days from receiving the unit. If the unit cannot be repaired within three (3) business days a replacement unit will be shipped to the customer. Free of charge repair will be limited to maximum of two times annually.

**IF YOU NEED SERVICE** All claims must be reported as soon as reasonably possible. This Service Contract covers only those claims reported within ninety (90) days of the date of the Covered Product's failure.

**HARDWARE AND SOFTWARE ASSISTANCE** To arrange for service, call the Customer Service Department of WPI at +1-866-606-1974 (Toll Free) or +1-941-371-1003 ext. 814 or email us at [service@wpinc.com](mailto:service@wpinc.com). A service representative will assist you by telephone and/or remote online Technical Support to diagnose any technical difficulties that may exist with your Covered Product's hardware or manufacturer's software. To the extent our telephone diagnosis confirms a covered hardware failure, we will process your claim and arrange for any applicable service of your Covered Product. Our level of technical service does not support customized or proprietary software, applications not included by the manufacturer of your Covered Product, or software errors that confirm improperly functioning or defective software. Additionally, this Service Contract does not provide education on how to utilize or perform tasks using any type of software program not included with the original order.

**SERVICE LOCATION** Repairs will be performed at the WPI Precision Care Center located in Sarasota, Florida or an authorized repair center determined by us. Service will be available and rendered during the regular working hours and workweek of the product repair centers. If your Covered Product requires an approved repair more than once within a sixty (60) day period, service must be completed by the original repair center.

**REPLACEMENT OPTION** At our option, following our telephone diagnosis, we will either:

1) Replace your Covered Product with a new, refurbished, or recertified product of like kind and quality if we

are unable to repair your Covered Product or if the repair cost exceeds its current retail replacement value. While we will try to accommodate specific replacement preferences, such accommodation is not guaranteed. The price of the replacement product shall not exceed the maximum replacement value of the original Covered Product less any applicable service fee. If we replace your Covered Product, we will ship the replacement product to you;

2) Once we receive the damaged/unrepairable product, we will inspect it and validate that the reported hardware failure is covered under this Service Contract. Should we determine that the failure was caused by one or more incidents designated as an Exclusion hereunder, we will contact you with our findings and arrange either to return the Covered Product to you or send to you a replacement product and charge you the difference between the value of the replacement product, and the current market value of the damaged/unrepairable product.

**DELAYS** We will exercise reasonable efforts in providing service under this Service Contract, but we will not be liable for any damages arising out of delays, and in no event will we be liable for any consequential damages. Should service require longer than three (3) business days, shipping to you will be upgraded to 2-Day shipping from the standard "Ground" service offered.

**PARTS** Materials furnished as replacements for parts will be drawn from our inventory of new or rebuilt parts and components. These materials will be furnished under provisions of the manufacturer's warranty while still in effect and then by our service contractor during the remainder of the term of coverage.

**EXCLUSIONS** This Plan excludes: any loss, repair or replacement necessitated by acts of God; consequential, incidental or intentional damage; misuse, abuse, neglect, or services (or damages caused) by non-authorized repair personnel; pre-existing conditions known to you that occurred prior to the coverage start date; rust, corrosion, insect infestation or fire; theft or burglary, mysterious disappearance, vandalism, transport, riot, environmental conditions, sand, dirt, damage from exposure to weather conditions, power reductions or fluctuations; loss or damage to external housing, or casings that does not affect the mechanical or electrical function of the Covered Product; loss or damage to stored data, repairs related to computer viruses, or software that is added after the original Covered Product purchase; "no problem found" diagnosis or any defects that are subject to a manufacturer's warranty; claims for any loss caused by the use of the Covered Product in a manner not recommended by the manufacturer; claims arising from any breach of implied or expressed warranty of merchantability or fitness of the Covered Product from the manufacturer.

**WHAT YOU MUST DO** In order to keep this Service Contract in force during the coverage term, you must maintain the Covered Product in accordance with the service requirements set forth by the manufacturer's specifications, including cleaning and maintenance. It is your responsibility to protect the Covered Product from further damage and comply with the owner's manual. You must notify WPI in writing if your address changes.

**INELIGIBLE FOR COVERAGE** This Service Contract is not applicable to anyone other than the primary owner. This Service Contract does not provide any service for property held in inventory or property held as your stock in trade. Enrollment in this Plan is only available for new products under the manufacturer's warranty or, at our discretion, certified reconditioned devices.

This Service Contract covers two (2) accidental damage occurrences in the term of the contract.

**CANCELLATION** This Service Contract can be canceled within the first thirty (30) days of the coverage start date if no claims have been paid. The contract is void and you will receive a credit equivalent to the full price paid.

**SHIPPING AND HANDLING FEE (if applicable)** If we determine repairs are required, we will send you a prepaid shipping label and, if you do not have the original packaging, we will send you a box for you to package and send your Covered Product to us for repair. Upon receipt of the prepaid label and, if applicable, the shipping supplies, you must follow our shipping instructions and use the carrier designated thereby. So long as you follow our shipping instructions, we will pay the charges for shipping the product in for repair and back to you. Should it be determined during the repair that the damage to the Covered Product is not in fact covered by your Plan, the Covered Product will be shipped back to you and you will be charged for the shipping costs.

**TRANSFER AND AMENDMENT** This Service Contract is not transferable. WPI reserves the right to amend this Service Contract, including the Price and Deductible, upon providing thirty (30) days written notice; to add, remove, or modify services; and/or to add, remove or substitute third-party service providers. Should WPI amend these Terms, it will post a copy of the amended Terms under the Service section of the WPI website (<https://www.wpinc.com>) and provide email notification to the email address associated with your registered Covered Product, if available. Your continued enrollment in your Plan will constitute assent to the amended WPI Terms.

**RENEWAL** We reserve the right to change the provisions of this Service Contract (including Price) upon providing at least thirty (30) days written notice. We are not obligated to renew this Plan upon the coverage end date of this Service Contract or to accept a Service Contract renewal, in the event you tender one. If the Service Contract is renewed, we reserve the right to change the terms, including Price and Deductible.

**GOVERNING LAW AND ARBITRATION** This Service Contract shall be construed and interpreted in accordance with the laws of the State of Florida without giving effect to any choice or conflict of law provision or rule (whether of the State of Florida or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Florida. Any and all claims, disputes, controversies, and other matters arising out of or relating to this Service Contract will be settled by binding arbitration on an individual basis in accordance with the rules of the American Arbitration Association. You are agreeing to give up any rights to litigate claims in a court or before a jury, or to participate in a class action or representative action with respect to a claim.

The following programs are available for these products.

|                   | DESCRIPTION  | RENEW | REFRESH/REVIVE | PREMIUM WARRANTY |
|-------------------|--|-------|----------------|------------------|
| ELECTROPHYSIOLOGY | SYS-A365R High Voltage Isolator Rechargeable                   | ✓     | ✓              | ✓                |
|                   | SYS-A365D High Voltage Isolator Standard                       | ✓     | ✓              | ✓                |
|                   | SYS-A310 Accupulser Signal Generator                           | ✓     | ✓              | ✓                |
|                   | SYS-DAM50 Extracellular Amplifier                              | ✓     | ✓              | ✓                |
|                   | SYS-DAM80 Extracellular Amplifier, Active Probe                | ✓     | ✓              | ✓                |
|                   | ISO-80 Isolated Differential Amplifier                         | ✓     | ✓              | ✓                |
| MICROINJECTION    | SYS-PV820 Pneumatic Pump                                       | ✓     | ✓              | ✓                |
|                   | SYS-PV830 Pneumatic Pump with Vacuum                           | ✓     | ✓              | ✓                |
|                   | UMP3T-1 UltraMicroPump 3 System with SMARTouch                 | ✓     | ✓              | ✓                |
|                   | UMP3T-2 2 UltraMicroPump 3 Systems with SMARTouch              | ✓     | ✓              | ✓                |
|                   | UMP3-2 2 UltraMicroPump 3 Systems with MICRO4                  | ✓     | ✓              |                  |
|                   | UMP3-3 3 UltraMicroPump 3 Systems with MICRO4                  | ✓     | ✓              |                  |
|                   | UMP3-4 4 UltraMicroPump 3 Systems with MICRO4                  | ✓     | ✓              |                  |
|                   | NL2010MC2T Nanoliter 2010 Injector with SMARTouch              | ✓     | ✓              | ✓                |
|                   | NANOLITER2010 Nanoliter 2010 Injector with standard controller | ✓     | ✓              | ✓                |
|                   | NL2010MC4 Nanoliter 2010 Injector with MICRO4                  | ✓     | ✓              |                  |
| CELL/TISSUE       | SYS-MICRO4 4-Channel Pump Controller                           | ✓     | ✓              |                  |
|                   | MICRO-ePORE Pinpoint Cell Penetrator                           | ✓     | ✓              | ✓                |
|                   | 91799*<br>300523*<br>EVOM2* Epithelial Voltohmmeter 2 Systems  | ✓     | ✓              | ✓                |
| BIOSENSING        | ATC2000* Animal Temperature Controller                         | ✓     | ✓              | ✓                |
|                   | TBR4100* Free Radical Analyzer                                 | ✓     | ✓              | ✓                |

\* Excludes electrodes, probes and sensors.

## Schedule your Annual Checkup or Repair Today

Contact the WPI service center to keep your equipment functioning optimally and get your instruments calibrated precisely.



