

TruService™**TruService™**

Finesse is committed to providing our customers around the world with the finest product support, services and training available to the life science industry. To deliver on this commitment we created TruService™, a group within Finesse composed entirely of professionals with first hand experience in the life sciences. It is the responsibility of these professionals, working alongside both our local sales presence and local partners, to provide comprehensive support to our customers.

In addition to the extensive team of industry professionals, our TruService™ group resources include the facilities and equipment required for product training, a state of the art calibration lab and the tools required for effective field service.

Software Support and Service Fees

Software Service (Support and Maintenance) Fees

Tier I Support	10%/license
Tier II Support	20%/license

The above-indicated prices are list and all pricing is potentially subject to discounts based on volume, application, and customer commitment.

Additional Charges Additional support charges may be incurred upon agreement by the parties at an hourly or daily rate, plus reasonable travel and lodging expenses for any on-site support. On-site support will be incurred on a minimum four (4) hours per engineer basis.

Please contact your local Finesse sales representative for exact pricing. Rates may vary by geography.

Standard Systems Service Rates

In Office/Phone Support	per hour
Travel	per hour, 8 hr max per day
On-Site Support:	per hour
Work in excess of 8 hr/day	per hour
Saturday	per hour
Sunday	per hour
If engineer is required to be out of town on weekend but not working	per day
Expenses	At cost
Mileage	per mile



Tier I Support

- Response Time: Within 24 hrs during normal business hours
- Services: Level 1, Level 2, and Level 3 support
- 10% Discount off standard service rates
- 10% Discount on parts
- 10% Discount on TruBio “Snap-Ons”
- Each license includes hours of annual support:
 - TruBio OS: 6 hours/year
 - TruBio SCADA: 3 hours/year
 - TruBio Monitor: 2 hours/year
- Can purchase an optional “Bucket of hours” (up to 150 hours) billed at a discount of 15% off Standard System Service Rates. Weekend and holiday hours are prorated and expenses are billed at cost
- Must be purchased at time of renewal, and renewed annually thereafter
- Free TruBio bug fix notices

Tier II Support

- Response Time: Within 8 hrs, 24/7
- Services: Level 1, Level 2, and Level 3 support
- 15% Discount off standard service rates
- 15% Discount on parts
- 15% Discount on TruBio “Snap-Ons”
- Each license includes hours of annual support:
 - TruBio OS: 12 hours/year
 - TruBio SCADA: 6 hours/year
 - TruBio Monitor: 4 hours/year
- Can purchase an optional “Bucket of hours” (up to 250 hours) billed at a discount of 25% off Standard System Service Rates. Weekend and holiday hours are prorated and expenses are billed at cost
- Must be purchased at time of renewal, and renewed annually
- Free TruBio bug fix notices, and software upgrades (no installation and only for current DeltaV version) during this period.

Calibration Lab

Service, Repair, Calibration and Preventative Maintenance

- Thermal mass flow meters and controllers
- All size pipettes, single and multiple heads
- Dissolved oxygen sensors and transmitters
- pH electrodes and transmitters
- Temperature sensors and transmitters
- Weigh scales/balances
- And more...

Field Service

Repair, Calibration, Installation, Configuration, Start-Up Assistance and Preventative Maintenance

- Bioreactor control hardware
- Bioreactor control software
- Gas manifold
- pH transmitters
- Dissolved oxygen transmitters
- Temperature transmitters
- Cell density transmitters
- CO₂ transmitters
- CO₂ incubators
- Pressure transmitters
- Pumps
- VFDs
- Recorders
- Autoclaves
- Refrigerators
- Freezers, and more...