

Protect Your Investment - Maximize Your Coverage and Benefits

Protochips offers two levels of benefits coverage.

1. **Extended Warranty**
2. **Warranty combined with Service Plan Plus**



Extended Warranty

Service Plan Plus

Coverage	100% repair coverage including parts and labor for products that fail to function under normal use.	<ul style="list-style-type: none"> • 50% off parts & repairs resulting from accidental damage or misuse. • 100% coverage for cable repairs. • 10% discount off E-Chips, consumables and other accessories. • Annual service visit (<i>Atmosphere only</i>)
Availability	<ul style="list-style-type: none"> • When active warranty expires. • Sold in 1-yr increments. 	<ul style="list-style-type: none"> • Available at time of purchase. • Sold in 1-yr increments. • Must have an active warranty to purchase.
More Information	See PAGE 2	See PAGE 6

Save costs by planning for your warranty extension to take effect immediately after the original warranty expires.

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Protect Your Valuable Investment

Extended warranty products cover 100% of the repair costs, including parts and labor if your Protochips equipment becomes inoperable or fails to function properly during normal use. Protect your investment and maintain the flow of your work after expiration of the standard warranty.

Poseidon Extended Warranties

System/Product	Covered Components	Extended Warranty P/N
Poseidon Select Liquid Cell System	Poseidon Select Holder	EW-PSEL-1YR
Poseidon Select Electrochemistry Package	Potentiostat, Cabling, Ex-Situ Cell, and Reference Electrode	EW-PSEL-EC-1YR
Poseidon Select Heating Package	Power Supply and Cabling	EW-PSEL-HTG-1YR

Coverage of other accessories and consumables, including E-Chips, workflow accessories and replaceable tubing are not included. Third-party computers and peripherals are covered by a separate warranty plan from the original equipment manufacturer, and any extensions would need to be sourced through them directly.

Fusion Extended Warranties

System/Product	Covered Components	Extended Warranty P/N
Fusion Select Heating Base System	Fusion Select Holder, Cabling, and Power Supply	EW-FSEL-1YR
Fusion Select Electrical Base System	Fusion Select Holder, Cabling, and Power Supply	EW-FSEL-EC-1YR
Fusion Select High-Res Electrical Package with Electrothermal Capabilities	Power Supply and Cabling	EW-FSEL-EHR-1YR

Coverage of other accessories and consumables, including E-Chips and workflow accessories are not included. Third-party computers and peripherals are covered by a separate warranty plan from the original equipment manufacturer, and any extensions would need to be sourced through them directly.

Atmosphere Extended Warranties

System/Product	Covered Components	Extended Warranty P/N
Atmosphere Base System	Atmosphere Holder, Gas Manifold, Cabling and Gas Lines	EW-ATMO-1YR
Atmosphere RGA Package	RGA, RGA Cabling and RGA Turbo Pump	EW-ATMO-RGA-1YR

Coverage of other accessories and consumables, including E-Chips, workflow accessories, RGA filament and ionizer are not included. Third-party computers, computer peripherals, and external scroll pumps are covered by separate warranty plans from the original equipment manufacturer, and any extensions would need to be sourced through them directly.

AXON Extended Warranties

System/Product	Covered Components	Extended Warranty P/N
Axon Dose Faraday Cup Holder Kit Package	Dose Holder, Picoammeter and Holder Cabling	EW-DOSE-1YR

AX Solutions - Recommended Extended Warranties

AX Solutions Packages contain multiple Protochips products. Extended warranty coverage can be purchased for the entire Solutions Package or specific products within each package.

Poseidon AX Solutions				
COVERAGES TO ADD	Poseidon AX	Poseidon AX Energy Storage & Corrosion	Poseidon AX Life Science & Nanomaterial Chemistry	Poseidon AX Premiere
EW-PSEL-1YR Covers Poseidon Holder				
EW-PSEL-EC-1YR Covers Potentiostat, Cabling, Ex-Situ Cell, Ref Electrode				
EW-PSEL-HTG-1YR Covers Power Supply, Cabling				
EW-DOSE-1YR Covers Dose Holder, Picoammeter and Holder Cabling				

Fusion AX Solutions			
COVERAGES TO ADD	Fusion AX	Fusion AX Electronic Devices	Fusion AX Premiere
EW-FSEL-1YR Covers Fusion Holder, Cabling, Power Supply			
EW-FSEL-EC-1YR Covers Fusion Holder, Cabling, Power Supply			
EW-FSEL-EHR-1YR Covers Cabling, Power Supply			
EW-DOSE-1YR Covers Dose Holder, Picoammeter and Holder Cabling			

Atmosphere AX Solutions			
COVERAGES TO ADD	Atmosphere AX	Atmosphere AX Catalysis	Atmosphere AX Premiere
EW-ATMO-1YR Covers Atmosphere Holder, Manifold, Cabling, Gas Lines			
EW-ATMO-RGA-1YR Covers RGA, Turbo Pump, Cabling			
EW-DOSE-1YR Covers Dose Holder, Picoammeter and Holder Cabling			

Additional Information

Remote Support Available

Some product service and performance issues can be corrected remotely. All Protochips customers are eligible for remote support to triage and/or correct the system through remote support.

Please contact support@protochips.com to request remote support.

Repairs

Depending on the type of product, services and repairs are provided either on site at your location or at the Protochips factory.

Shipping

For products under warranty that require repair and/or diagnostics, customers are responsible for shipping the product to Protochips factory in Morrisville NC. To request a return please contact our service department at support@protochips.com. Please note that a decontamination form must be filled out and approved, and product must be packaged according to Protochips instructions prior to shipping a product back to Protochips

Expired Warranty Extensions – Pre-Inspection

If a product is out of warranty, an extended warranty may still be purchased. Contact our service department to see if your product qualifies. A pre-inspection of the product may be required prior to extended warranty purchase to verify that the product is in good working condition.

Terms & Conditions

Unless otherwise specified, the standard Protochips, Inc. purchase order terms and conditions apply.

Maximize Your Coverage & Benefits

Enhance your Protochips warranty with Service Plan Plus for maximum product coverage protection, added services and valuable discounts on Protochips purchases.

Accidental
Damage
Coverage



E-Chip
Discounts



Free
Return
Shipping



Free
Cable
Repairs



Consumables
& Accessories
Discounts



Annual
Site
Service*

* Atmosphere Systems

Description of Covered Benefits by product

Fusion Service Plan Plus

Service Plan Plus P/N: SPP-FSEL-1YR

Covered products: Fusion Select MEMS Heating Holder System & High-Resolution Electrical Holder System

- 50% Off Repairs resulting from wear, accidental damage, or misuse
Qualified repair items include the Fusion Select Holder and Power Supply(s). Does not apply to consumables and other accessories including computers and computer peripherals.
- 100% Repair Coverage for Cables
- Free Return Shipping on Repairs
- 10% Discount on Fusion E-Chips – No Limit
- 10% Discount on Other Consumables & Accessories including Fib Stub and Shadow Mask Package

Poseidon Service Plan Plus

Service Plan Plus P/N: SPP-PSEL-1YR

Covered products: Poseidon Select In-Situ Liquid Holder System

- 50% Off Repairs resulting from wear, accidental damage, or misuse
Qualified repair items include the Poseidon Select Holder, Syringe Pump(s) and Power Supply (if system includes Poseidon Heating Package). Does not apply to consumables and other accessories including computers and computer peripherals.
- 100% Repair Coverage for Cables
- Free Return Shipping on Repairs
- 10% Discount on Poseidon E-Chips – No Limit
- 10% Discount on Other Consumables & Accessories including Shadow Mask Package, Tip Screws & Gaskets

Poseidon Electrochemistry Package Service Plan Plus

Service Plan Plus P/N: SPP-PSEL-EC-1YR

Covered products: Poseidon Select Electrochemistry Package

- 50% Off Repairs resulting from wear, accidental damage, or misuse
Qualified repair items include the Ex-Situ Cell and Potentiostat. Does not apply to consumables and other accessories including computers and computer peripherals.
- 100% Repair Coverage for Cables
- Free Return Shipping on Repairs
- 10% Discount on Other Consumables & Accessories including Tip Screws & Gaskets

Atmosphere Service Plan Plus

Service Plan Plus P/N: SPP-ATMO-1YR

Covered products: Atmosphere 210 System & Atmosphere 210 w/ RGA System

- 50% Off Repairs resulting from wear, accidental damage, or misuse
Qualified repair items include the Atmosphere Holder, Manifold and Manifold Lines. Does not apply to consumables and other accessories including scroll pump, computers and computer peripherals.
- Once Yearly On-Site Service Visit
 - Manifold System Calibration
 - System Diagnostic Health & Performance Checks
 - Additional User Training
 - Software Upgrades & New Feature Training
- 100% Repair Coverage for Cables
- Free Return Shipping on Repairs
- 10% Discount on Atmosphere E-Chips
- 10% Discount on Other Consumables & Accessories including Holder Lines, Tip Screws & Gaskets

Axon Dose Service Plan Plus

Service Plan Plus P/N: SPP-DOSE-1YR

Covered products: Axon Dose Faraday Cup Holder Kit

- 50% Off Repairs resulting from wear, accidental damage, or misuse
Qualified repair items include the Dose Holder and Picoammeter
- 100% Repair Coverage for Cables
- Free Return Shipping on Repairs

Additional Information

Remote Support Available

Some product service and performance issues can be corrected remotely. All Protochips customers are eligible for technical support to triage and/or correct the system remotely. Please contact support@protochips.com to request remote support.

Limitations

Service Plan Plus is sold in 1 year increments and must be purchased at time of system purchase and/or in conjunction with the purchase of extended warranty.

Repairs

Depending on the type of product, services and repairs are provided either on site at your location or at the Protochips factory.

Discounts on Purchases

Discount benefits for E-chips and consumables can be applied through your local Protochips distributor or our online store. If you plan to purchase online at protochips.shop, please contact us at orders@protochips.com and we will add your discount to your online store profile.

Shipping

For products under Service Plan Plus coverage that require repair and/or diagnostics, customers are responsible for shipping the product to Protochips factory in Morrisville NC. To request a return please contact our service department at support@protochips.com. Please note that a decontamination form must be filled out and approved, and product must be packaged according to Protochips instructions prior to shipping a product back to Protochips

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