

Element Biosciences

Supplemental Terms – IQ/OQ/PQ

Supplemental Terms– Installation Qualification/Operational Qualification/Performance Qualification (“IQ/OQ/PQ”) Service

These Supplemental Terms apply for the purchase of any Product that is an IQ/OQ/PQ service and are in addition to Element’s Terms & Conditions of Sale available [here](#). All capitalized terms used but not defined herein will have the meaning given to them in Element’s Terms & Conditions of Sale.

1. Scope of Service

- The IQ/OQ/PQ service includes documented verification that the applicable Element instrument is installed and operating according to the applicable Element published performance Specifications.
- Outputs include test documentation, operational performance data, and a summary report signed by both Element’s field service engineer and the applicable customer.

2. Timing and Availability

- The IQ/OQ/PQ service may be scheduled at time of instrument installation, post-repair, or at customer-requested intervals.

3. Warranty of IQ/OQ/PQ Service

- Element warrants the accuracy and validity of the qualification results of the applicable IQ/OQ/PQ service for **60 days** from the date of completion, provided the applicable instrument has not been modified or subjected to unauthorized service.
- If a major instrument repair under Element’s standard product warranty (e.g., stage, optics, computer module replacement) is required within said 60-day warranty period, Element will repeat the IQ/OQ/PQ service for said instrument at no additional cost.

4. Exclusions

- Any servicing, modification, or repair performed by unauthorized personnel invalidates the IQ/OQ/PQ report, the service warranty, and voids the instrument warranty.

5. Pricing & Payment

- Pricing is as stated on the quote and may vary if the IQ/OQ/PQ service is purchased as a standalone service or bundled with other services (e.g., installation, preventative maintenance).
- A 10% surcharge may apply if repeat visits are required due to site readiness issues outside of Element’s control.
- Payment terms are consistent with Element’s Terms & Conditions of Sale available [here](#).