

## Our Promise

Maximize uptime, reduce costs, and enjoy peace of mind with our comprehensive **Worry-Free Package** service and support plan.

## Key Features

### Flexibility in Enrollment

Add the **Worry-Free Package** when you purchase your SepaBean™ machine or at any point afterwards.

### Choose From Two Options

A 3-year or 5-year worry-free package tailored to your needs. Plus, benefit from 4-times fully covered returns per year within Canada or 2-times fully covered returns per year for the USA per year, courtesy of Santai Science.

### No-Cost Repairs or Replacements

If your equipment isn't functioning properly, send it back at our expense for a prompt repair or a free replacement.

### Genuine Repairs by Experts

When you choose this option, our expert engineers will restore your equipment using 100 % original manufacturer parts, ensuring top-quality performance.

### Free Unlimited Technical Support and Training

Connect with our dedicated team anytime via email or phone for expert troubleshooting, guidance, and personalized training to ensure seamless operation.



## Beyond Standard Service Plans - A Dedicated Partner To Support You.



### Stay on Budget

Unexpected repair costs are covered, keeping your budget intact no matter when issues arise.



### Minimize Downtime

Keep your lab running seamlessly. With our **Worry-Free Package**, you can trust that repairs or replacements will be handled quickly and efficiently.



### Peace of Mind

Use your machine knowing you're protected. Regardless of where your equipment is, our skilled engineers will handle the repairs.



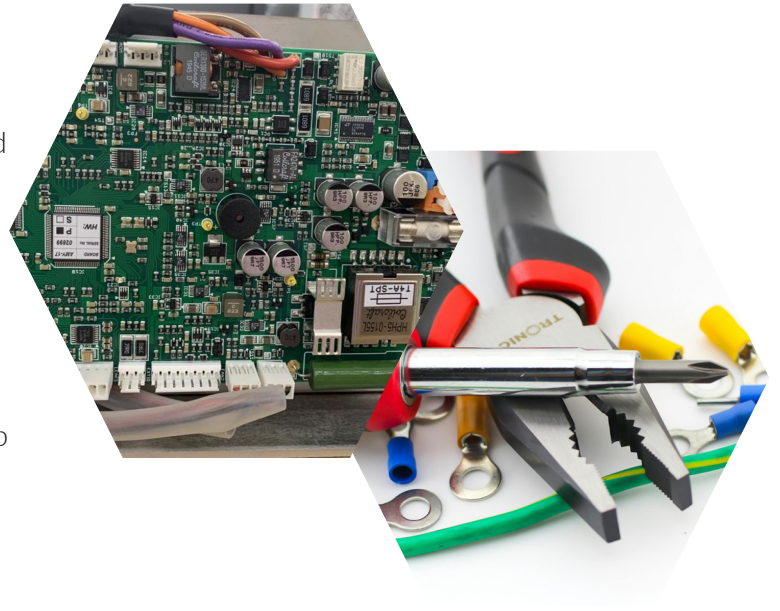
### Increase Productivity

Our service ensures minimal delays, so you can focus on your work without worrying about repair wait times.

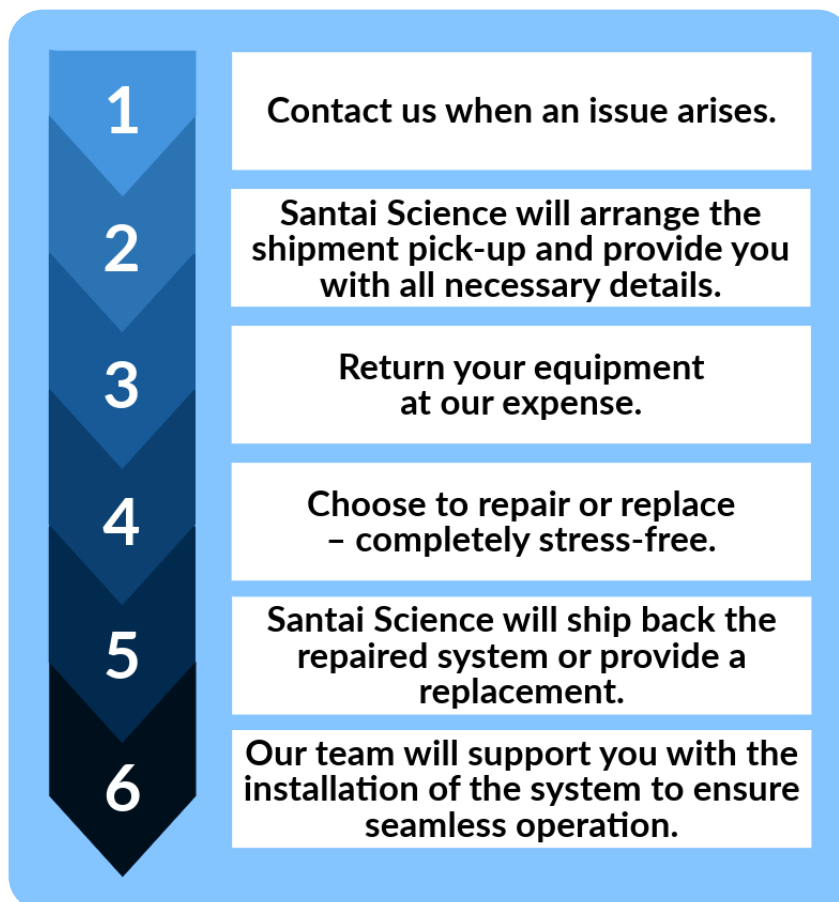
# What Sets the Santai Science Worry-Free Package Apart?

## Comprehensive Benefits

- **Cost Effective**  
Save thousands by avoiding unexpected repair and replacement costs.
- **Effortless Process**  
Return equipment at our expense for repairs or replacements - no logistical challenges.
- **Reliable Support**  
Unlimited access to technical support ensures help is always a call away.



## How It Works



**Don't Let Downtime Disrupt Your Research and  
Protect Your Investment Today!**



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