

## Remote Service Safety Acknowledgment

By accepting these terms and allowing Cytiva to connect to Buyer's equipment by remote access for diagnosis and service purposes, the Buyer acknowledges:

1. Cytiva Service Terms and Conditions shall apply where Cytiva is engaged in the provision of any such services.
2. Remote Service(s) may include automatic software downloads and proactive monitoring and access to or usage of performance data related to the equipment as well as diagnostic, maintenance, repair, replacement and/or installation of parts and/or equipment conducted by a Cytiva service engineer with the assistance of Buyer qualified personnel ("Remote Service(s)"). Any data collected by Cytiva during this call will be used in accordance with all applicable federal, state, and local laws and regulations as well as Cytiva Service Terms and Conditions, in a manner that will maintain confidentiality.
3. Buyer shall assign qualified personnel to assist Cytiva's service engineer during Remote Service.
4. Qualified personnel has the required technical skills, knowledge, and expertise of the Cytiva equipment and software used. If Remote Service requires maintenance, personnel has the required maintenance qualifications (technical, electrical, mechanical, etc.).
5. Assigned personnel is fully aware of all potential environmental, health and safety hazards from operating and/or servicing the product or equipment.
6. All necessary Personal Protective Equipment (PPE) supplies are available for assigned personnel when assisting with Remote Service. PPE may include gloves, lab coat, safety glasses, etc.
7. All tools required for Remote Service are available and comply with local regulatory requirements.
8. There is a sufficient and safe work environment provided to conduct Remote Service. The area is free from distraction (excessive noise); clean from hazardous chemicals, waste, or other products to allow for sufficient space around the equipment to be serviced; and has a stable internet connection.
9. Buyer's acceptance of Cytiva's recording of the Remote Service call when needed for service history documentation purposes.