

# Customer Service Center

## Telephone Menu Guide



**For GERMAN or ENGLISH press**

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**0800 80 66 80**

**Service Hotline**

Monday – Friday  
8 a.m. – 5 p.m.

Tel. 0800 80 66 80  
Fax 041 799 61 22  
E-Mail [service.rotkreuz@roche.com](mailto:service.rotkreuz@roche.com)

Roche Diagnostics (Switzerland) Ltd  
Industriestrasse 7, 6343 Rotkreuz

**Please select your area**

	<b>Practice Laboratory and Patients</b> <b>1</b>
	<b>Hospital and Laboratory</b> <b>2</b>
	<b>Research</b> <b>3</b>
	<b>Pathology/Tissue Diagnostics</b> <b>4</b>
	<b>Orders and other questions</b> <b>9</b> 041 799 6100*

<b>Technology 1</b> 041 799 6149*
<b>Applications 2</b> 041 799 6159*
<b>Technology 1</b> 041 799 6150*
<b>Applications 2</b> 041 799 6160*

**Please select the specialist area**

<b>Practice laboratory systems</b> <b>1</b> 041 799 6140*	<b>Coagulation self-monitoring</b> <b>2</b>	<b>Blood glucose measurement</b> <b>3</b> 0800 803 303	<b>Insulin pumps</b> <b>4</b> 0800 11 00 11
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<b>Clinical chemistry</b> <b>1</b>	<b>Immunology</b> <b>2</b>	<b>Molecular diagnostics</b> <b>3</b>	<b>Coagulation and blood gases</b> <b>4</b>	<b>Hematology</b> <b>5</b>	<b>Other systems</b> <b>9</b>
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<b>Integra technology</b> <b>1</b> 041 799 6141*	<b>Technology</b> <b>1</b> 041 799 6143*	<b>Technology</b> <b>1</b> 041 799 6144*	<b>Coagulation technology</b> <b>1</b> 041 799 6145*	<b>Technology</b> <b>1</b> 041 799 6148*	<b>Urine diagnostics technology</b> <b>1</b> 041 799 6147*
<b>Integra applications</b> <b>2</b> 041 799 6151*	<b>Applications</b> <b>2</b> 041 799 6153*	<b>Applications</b> <b>2</b> 041 799 6154*	<b>Coagulation applications</b> <b>2</b> 041 799 6155*	<b>Applications</b> <b>2</b> 041 799 6158*	<b>Urine diagnostics applications</b> <b>2</b> 041 799 6157*
<b>Other technology</b> <b>3</b> 041 799 6142*	<b>Example of rapid direct dial:</b> For a query on <b>Hospital and Laboratory/ Immunology/ Applications</b> Please dial <b>0800 80 66 80</b> , your language and the numbers <b>2 2 2</b> . Alternatively, you can use the chargeable direct dial system (local tariff) 041 799 6153.			<b>Blood gas technology</b> <b>3</b> 041 799 6146*	<b>Customers IT and Hospital Point of Care</b> <b>3</b> 041 799 6138*
<b>Other applications</b> <b>4</b> 041 799 6152*				<b>Blood gas applications</b> <b>4</b> 041 799 6156*	<b>Pre- and post-analysis</b> <b>4</b> 041 799 6139*

\* Direct dial, chargeable (local tariff)