

EiPAX[®] service agreements
We take care of your requests





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Choosing a Roche Diagnostics system secures the advantages of excellent service right from the start. Roche Diagnostics (Switzerland) Ltd (“Roche Diagnostics”) is your professional contact throughout the life span of your system. From site preparation through installation and initial customer training to deinstallation, Roche Diagnostics offers a multitude of services. Besides maintenance work and assistance with technical and applications problems or IT issues, Roche Diagnostics also offers advisory services for the optimisation of your laboratory organisation.

We are here for you...



...at the Customer Service Centre

The Customer Service Centre is your point of contact for all requests regarding applications, reagent support and technology. Each request is handled by a dedicated team of specialists via telephone and remote service. If necessary a visit by a specialist is organised, to deal with the issue directly on-site at your premises.

...on-site

Working together with our experienced service team ensures that you make the best possible use of your product. We provide process consultancy, with optional workflow analysis, laboratory construction planning and project support for the implementation and installation of your systems, training and assistance in routine use and servicing.



...for basic and additional training

Our basic or additional training helps you make optimum use of Roche systems right from the word go. In initial training and any additional training you as user learn to handle systems and reagents safely. Besides training in system use, our offer also includes training in optimising the way your laboratory works and in topics spanning all products.

Our EiPAX[®] service agreements stand for...

...competent, professional and experienced employees. Our many years' experience and use of the latest technologies allow you to benefit from excellent service. Efficient use of our resources means that your request is processed as quickly as possible.

As soon as you buy a Roche system, the **ESSENTIAL** package makes you a Roche Diagnostics Partner and gives you access to our wide range of services.

E

For IT products there is a separate **IT** licence and service agreement which offers cost control and professional IT support.

i

The **PREVENTIVE** agreement means that in the future you won't have to worry about scheduling or having required maintenance work done.

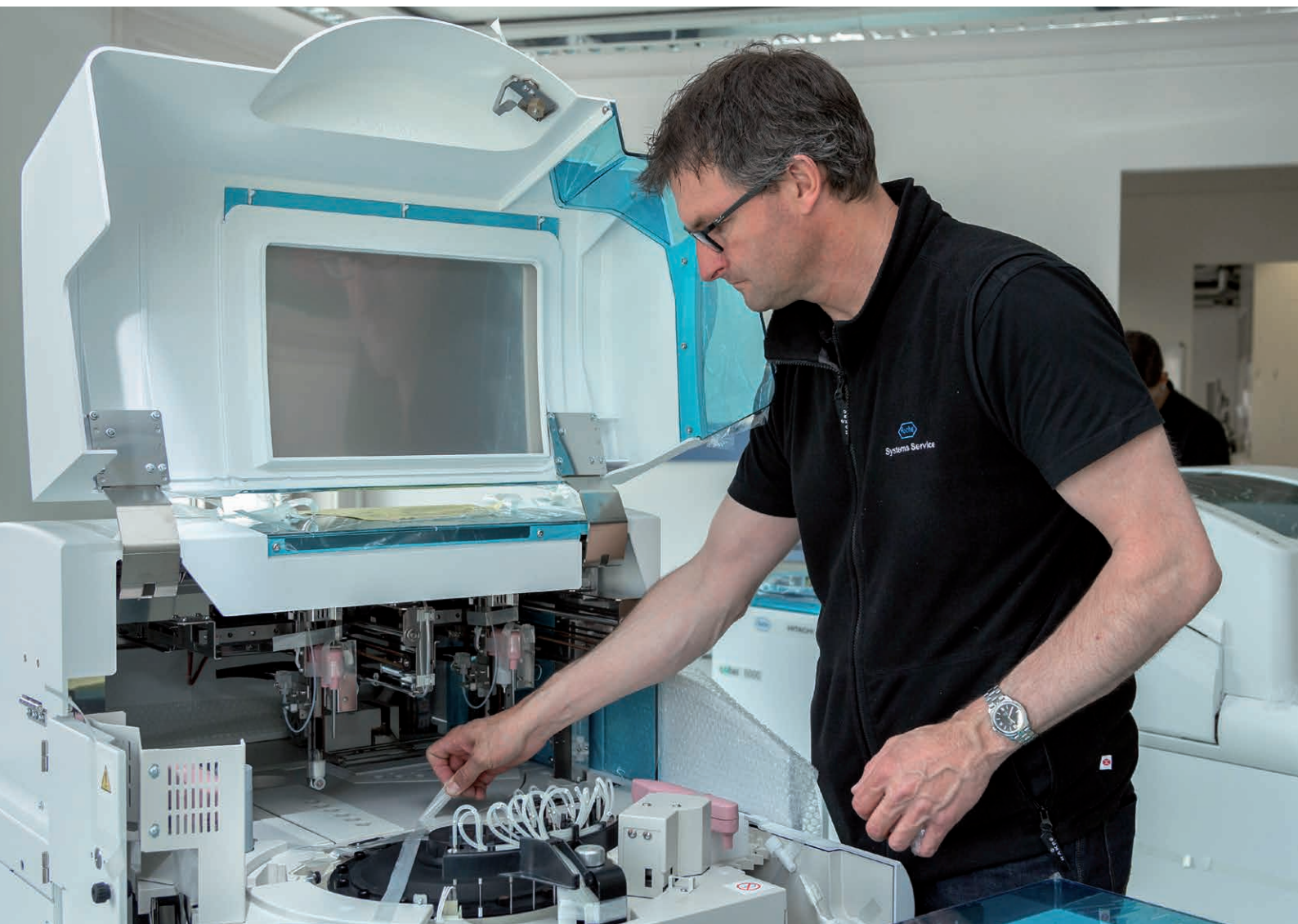
P

The **ADVANCED** agreement gives you increased cost control with maximum efficiency.

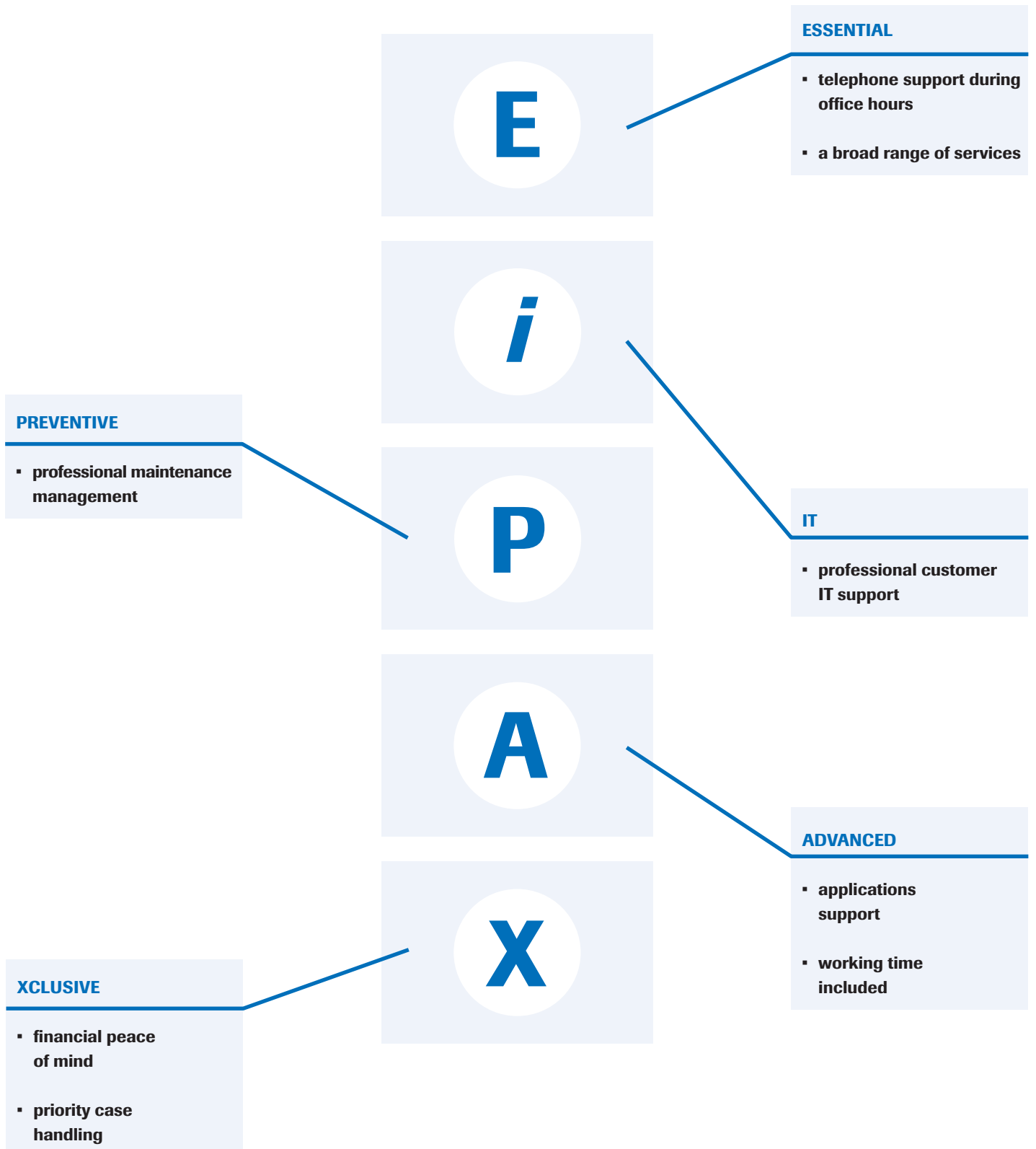
A

The **XCLUSIVE** agreement gives you the full service package, which guarantees you peace of mind where planning and costs are concerned.

X



Our EiPAX[®] service agreements offer you...



Agreement structure

EiPAX[®]

The *EiPAX*[®] service agreements allow you to choose which of the four agreements best meets your needs. *EiPAX*[®] goes beyond traditional service agreements for hardware. In addition to the four types of agreement (E, P, A, X) for hardware, there is a separate IT licensing and service agreement for our IT products (*i*). This gives you control of costs and professional support in all IT-related matters.

Service name	Agreement type			
	E	P	A	X
Initial customer training	✓	✓	✓	✓
Telephone support	✓	✓	✓	✓
System maintenance including maintenance work	CHF	✓	✓	✓
Maintaining remote services	CHF	✓	✓	✓
Repair call-outs (servicing) on-site excluding spare parts	CHF	CHF	✓	✓
Application call-outs on-site	CHF	CHF	✓	✓
Repair call-outs (servicing) on-site including spare parts	CHF	CHF	CHF	✓
Advice on construction work in connection with Roche systems	CHF	CHF	CHF	✓
Rapid Improvement Event (LabAdvance)	CHF	CHF	CHF	CHF
System Health Check (LabAdvance)	CHF	CHF	CHF	CHF
Project management	CHF	CHF	CHF	CHF

✓ services included in the agreement

CHF services available for an additional fee

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