

**EiPAX<sup>®</sup>**

*Additional services*



# EiPAX<sup>®</sup> additional services

			Agreement type			
			Essential	Preventive	Advanced	Xclusive
Advice	Project management	Project management in connection with Roche systems	CHF	CHF	CHF	CHF
	Advice in connection with regulatory enquiries concerning reagents and applications	Professional advice and assistance with regulatory matters in connection with Roche products	CHF	CHF	CHF	CHF
	Advice on third-party supplier products	Example of support in procurement for UPS or water installations	CHF	CHF	CHF	CHF
	Advice on construction work	Advice on construction work in connection with Roche systems	CHF	CHF	CHF	✓ (a)
Installation and training	On-site e-library	e-library access with Roche infrastructure (screen/mouse/keyboard/printer/KVM) for laboratory staff	CHF	CHF	CHF	CHF
	Customer training	Practical training/continuing education in small groups by qualified trainers tailored to your needs	CHF	CHF	CHF	CHF
	Pre-agreement inspection Inspection and system testing before entering into agreements covering systems that are more than 2 years old	For detection of the current system status and improvement possibilities in system operation and workflows	CHF	CHF	CHF	CHF
Technical maintenance	System maintenance including maintenance materials	Manufacturer-specified system maintenance. Includes travel costs, expenses, working time and maintenance materials	CHF	✓	✓	✓
	Repair call-outs (servicing), on-site excluding spare parts	Includes fault repair on-site	CHF	CHF	✓	-
	Repair call-outs (servicing), on-site including spare parts	Includes fault repair on-site	CHF	CHF	CHF	✓
	Loaned equipment (< 20 kg)	Loaned equipment to cover for a breakdown in a system for a specific period	CHF	CHF	✓	✓
	IQ/OQ activities (b)	Prescribed technical test of suitability as per the manufacturer's specifications	CHF	CHF	CHF	CHF
	Lab Aid: VENTANA System Care	Maintenance for BenchMark ULTRA, XT, GX and Special Stains, Discovery ULTRA and XT	CHF	CHF	CHF	CHF
	Application call-outs on-site	Assistance on-site with application-related topics	CHF	CHF	✓	✓
	Method comparison	Alignment of parameters to consolidate methods on one system, or to transfer them to another one	CHF	CHF	CHF	CHF
IT Support	Data cleanup	Data cleanup on Roche systems	CHF	CHF	CHF	CHF
	Host Connectivity Support (a)	Analysis of host communication and processing on the Roche system side	CHF	CHF	✓	✓
	Network Security Support (a)	Services connected with Roche firewall configurations in routine operation	CHF	CHF	CHF	✓
System logistics	System relocation	Relocation of the system to another place within the laboratory as per the manufacturer's specifications	CHF	CHF	CHF	CHF
	System transport	Transport of the system to another location as per the manufacturer's specifications (not in connection with an installation)	CHF	CHF	CHF	CHF
	Relocation planning	Preliminary discussions before relocation	CHF	CHF	CHF	CHF
	Deinstallation	Professional deinstallation in compliance with all provisions	CHF	CHF	CHF	✓
	Disposal of old systems	Professional decontamination and disposal in compliance with all provisions	CHF	CHF	CHF	✓

- a** For a limited period only  
**b** Only for selected systems  
**c** In accordance with the manufacturer's specifications

✓ Services included in the agreement  
 CHF Services available for an additional fee