

# ESSENTIAL

*i* Enjoy the freedom

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# Content of the agreements

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

<b>ESSENTIAL</b>	<b>Response time within 48 h, 2nd priority</b>	Assured response time of 48 hours with 2nd priority
	<b>Site preparation before installation</b>	Preliminary investigations to check the installation conditions and requirements and to take any action needed for the supply/installation of the system (system supply by Roche Diagnostics)
	<b>System installation</b>	Technical commissioning of the system under the terms of the agreement
	<b>Initial customer training</b>	Initial customer training under the terms of the agreement. Through practical training in small user groups and predominantly on the system, based on routine everyday use and your personal setup, background information and specialist knowledge is passed on by qualified and experienced trainers
	<b>Applications work in connection with installation</b>	Applications work in connection with system installation (under the terms of the Roche Diagnostics agreement)
	<b>Legally required corrective action on applications</b>	Legally required corrective action on applications is taken as required
	<b>Telephone support</b>	Support from the regional Customer Service Centre during office hours (8 am - 5 pm)
	<b>Applications support</b>	Telephone and/or remote support on application-related topics
	<b>eLabDoc</b>	Electronic access to the eLabDoc information platform which provides information such as calibrator and control values, but also package inserts or safety data sheets
	<b>Modifications / Update Mandatory</b>	Performance of necessary modifications (software & hardware) by Roche Diagnostics to manufacturer specifications
	<b>Host Connectivity Installation</b>	Initial configuration of your system to meet your requirements within Roche Diagnostics specifications including the supply of an interface description
	<b>Network Security Mandatory</b>	Ensuring compliance with Roche manufacturer specifications relating to network security for new installations (as part of manufacturer specifications)
	<b>Remote Services Installation</b>	Installation and configuration of Roche Remote Services solutions during the installation phase
	<b>Reactive Remote Diagnosis of equipment/ systems</b>	Remote Services can be used to access your system immediately and make corrections promptly

**The availability of the services listed is system-dependent.**

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**i**

**PREVENTIVE**

**A** *Retain flexibility*

**X**



# Content of the agreements

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

<b>PREVENTIVE</b>	<b>Response time within 48 h, 1st priority</b>	Assured response time of 48 hours with 1st priority
	<b>System maintenance including maintenance materials</b>	Manufacturer-specified number of system maintenances Includes travel costs, expenses, working time and maintenance materials
	<b>Scheduling and planning of maintenance intervals demanded by the manufacturer</b>	Roche Diagnostics will contact you in good time about maintenance intervals and planning, to arrange a suitable appointment with you
	<b>Peripheral hardware basic insurance</b>	Replacement of basic IT peripheral components supplied by Roche Diagnostics (excluding on-site installation) Example: keyboard, mouse, barcode scanner, CD drives, connecting cable
	<b>Maintaining remote services</b>	Maintenance of Remote Services functions
<b>ESSENTIAL</b>	<b>Response time within 48 h, 2nd priority</b>	Assured response time of 48 hours with 2nd priority
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**ADVANCED**  
**X** *Gain confidence*



# Content of the agreements

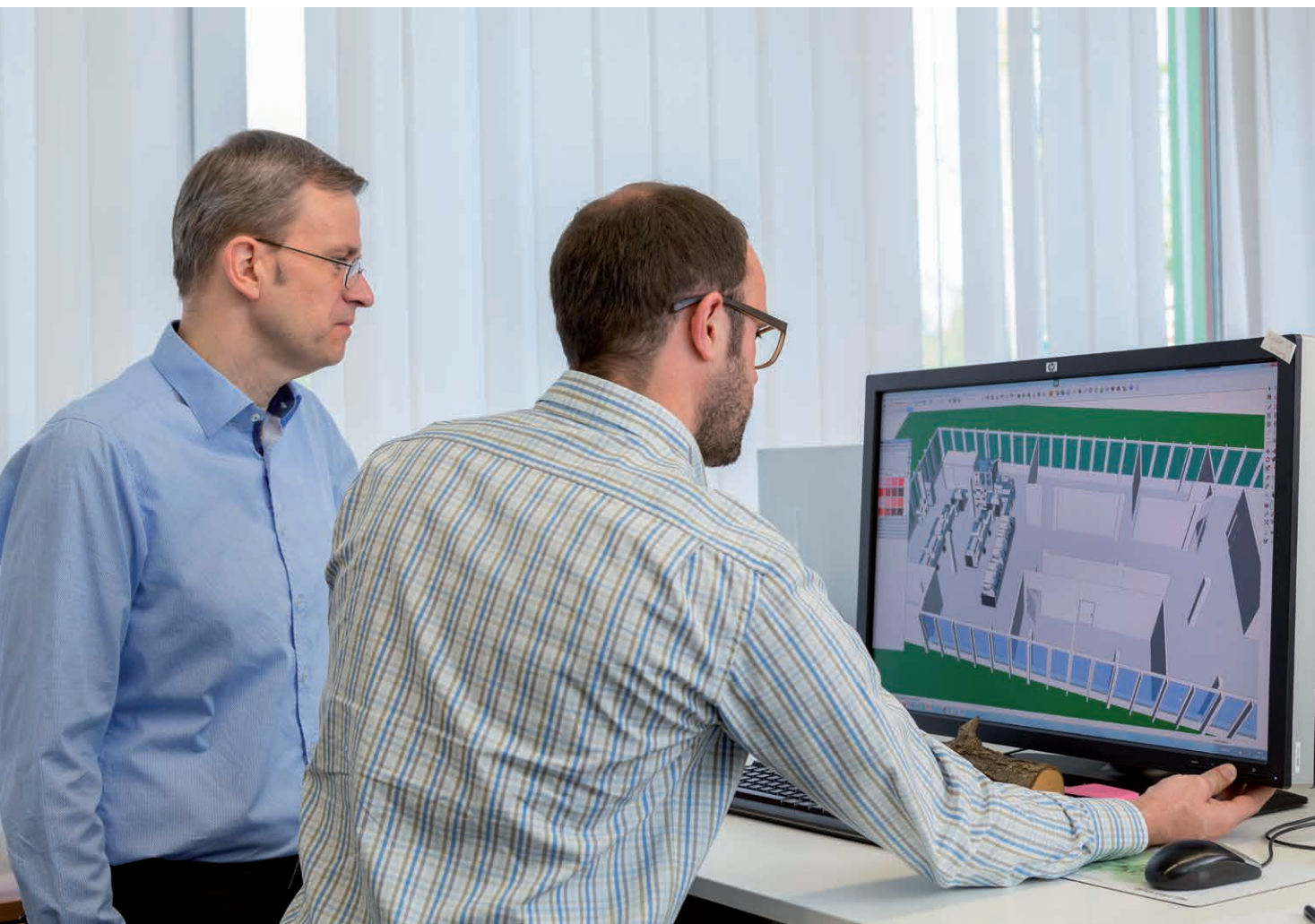
The **ADVANCED** agreement gives you increased cost control with maximum efficiency.

<b>ADVANCED</b>	<b>Response time within 24 h, 2nd priority</b>	Assured response time of 24 hours with 2nd priority
	<b>Repair call-outs (servicing) on-site excluding spare parts</b>	Includes call-outs on-site including working time, flat-rate travel costs and expenses
	<b>Application call-outs</b>	Assistance on-site with application-related issues
	<b>Extended telephone support (hotline outside office hours)</b>	Telephone support on working days from 7 am to 10 pm and on weekends and public holidays from 8 am to 5 pm (for selected systems)
	<b>Entitlement to extended support outside office hours (on-call service)</b>	Entitlement to on-site support, also outside office hours, working days: 7 - 8 am and 5 - 10 pm; weekend/public holidays: 8 am to 5 pm (for selected systems)
	<b>Loaned equipment (&lt; 20 kg)</b>	Loaned equipment to cover for a breakdown in a customer's system for a specific period (for selected systems)
	<b>Host Connectivity Support</b>	Analysis of host communication and processing on the Roche system side (in accordance with manufacturer specifications)
	<b>Networking Hardware Insurance</b>	Replacement of network components supplied by Roche Diagnostics
	<b>Remote Services Hardware Insurance</b>	Entitlement to free hardware to guarantee Remote Services
<b>PREVENTIVE</b>	<b>Response time within 48 h, 1st priority</b>	Assured response time of 48 hours with 1st priority
	<b>System maintenance including maintenance materials</b>	Manufacturer-specified number of system maintenances Includes travel costs, expenses, working time and maintenance materials
	<b>Scheduling and planning of maintenance intervals requested by the manufacturer</b>	Roche Diagnostics will contact you in good time about maintenance intervals and planning, to arrange a suitable appointment with you
	<b>Peripheral hardware basic insurance</b>	Replacement of basic IT peripheral components supplied by Roche Diagnostics (excluding on-site installation) Example: keyboard, mouse, barcode scanner, CD drives, connecting cable
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XCLUSIVE**

*Experience certainty*



# Content of the agreements

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

<b>XCLUSIVE</b>	<b>Response time within 24 h, 1st priority</b>	Assured response time of 24 hours with 1st priority. If breakdown is reported by 2 pm, same-day response
	<b>Repair call-outs (servicing) on-site including spare parts</b>	Includes on-site call-outs, including working time, spare parts (as defined by manufacturer), flat-rate travel costs and expenses
	<b>Network Security Support</b>	Services connected with Roche firewall configurations in routine operation (in accordance with manufacturer specifications)
	<b>Peripheral hardware plus insurance</b>	Replacement of basic IT peripheral components supplied by Roche Diagnostics (including on-site installation) Example: keyboard, mouse, barcode scanner, CD drives, connecting cable
	<b>Host Connectivity Support plus</b>	Host Connectivity Support, problem solving and advice in routine operation Examples: - Support for LIS supplier with system updates - Handling enquiries about Roche systems that have already been installed
	<b>Advice on construction work in connection with Roche systems</b>	Advice on construction work in connection with Roche systems (for a limited period only)
	<b>Deinstallation</b>	Professional deinstallation in compliance with all provisions
	<b>Disposal of old equipment</b>	Professional decontamination and disposal in compliance with all provisions

<b>ADVANCED</b>	<b>Response time within 24 h, 2nd priority</b>	Assured response time of 24 hours with 2nd priority
	<b>Repair call-outs (servicing) on-site excluding spare parts</b>	Includes call-outs on-site including working time, flat-rate travel costs and expenses
	<b>Application call-outs</b>	Assistance on-site with application-related issues
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