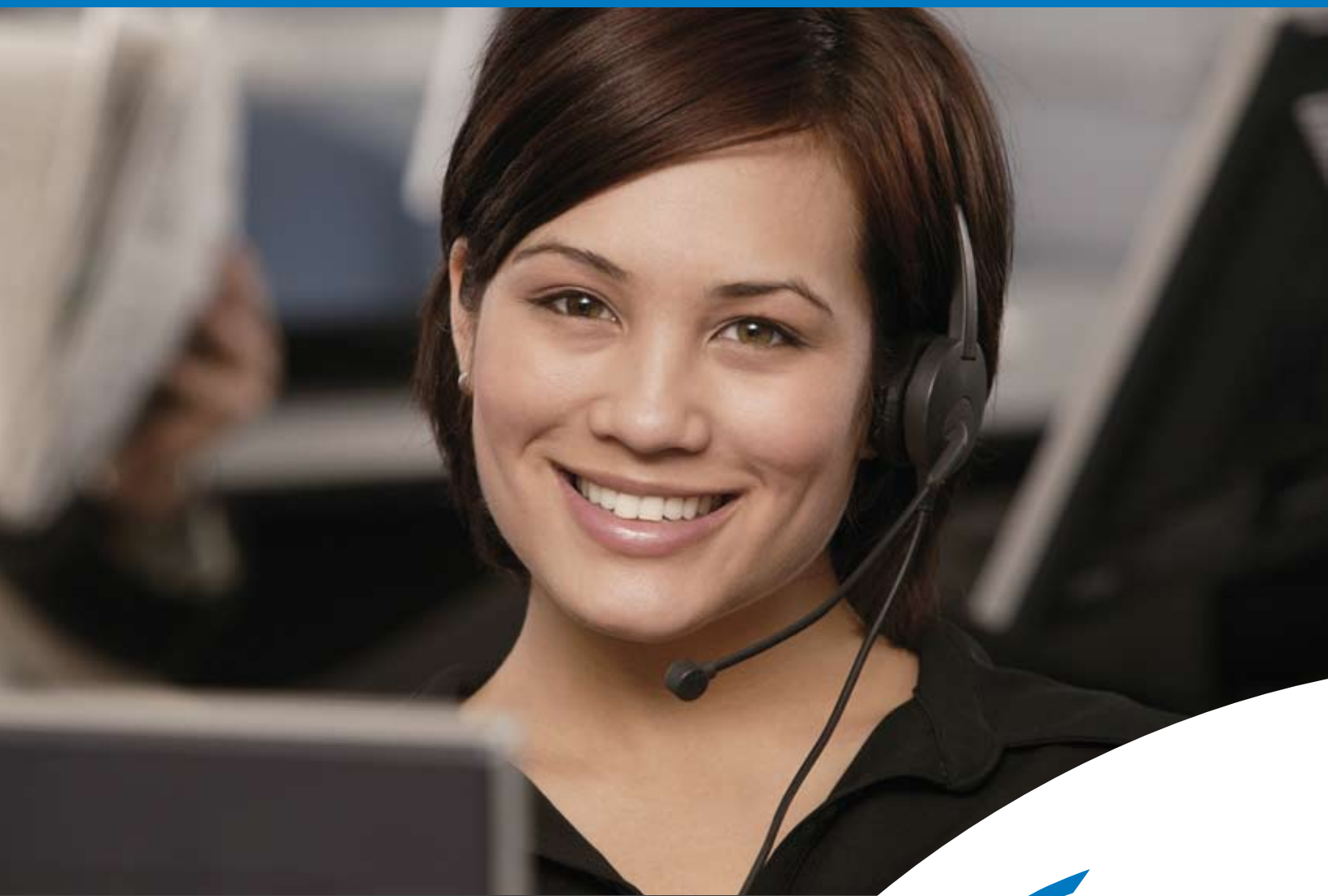


Cepheid Customer Care Plans

World-class service & support for your GeneXpert® System



“I’ve been in the field for 35 years, and I’m not often impressed by new technology, but the GeneXpert® System really floored me. And it’s affordable, even for a small institution. If a device can save money in terms of supplies, patient health, and time in hospital, its value is immeasurable.”

Gail Woosley

Manager, Lab Services

Wooster Community Hospital



Protect the system you rely upon.

At Cepheid our product service and support meets the same high standards as our products themselves. The GeneXpert System was designed to be worry-free and easy-to-use. Our service and support is designed the same way, whether it is chemistry, software, or instrument related. For those rare times that something does go wrong, our experienced staff is ready to assist you and to ensure you are back producing results in hours instead of days. You can count on these unique benefits:

- 1.** When you contact our experienced and friendly customer care team, they will quickly troubleshoot your issue via telephone and will dispatch an on site support technician when necessary.
- 2.** The GeneXpert System is robust and only requires calibration once a year. This calibration is done on-site and requires less than 2 hours of time. All modules are replaced with factory certified modules, ensuring maximum performance for the next 12 months.
- 3.** Our customer care team is ready to provide on-site support around your busy schedule. Cepheid’s GeneXpert Systems have built-in redundancy, so if one module does go down; the rest of the system keeps working. This feature allows you to schedule service when it’s most convenient for you.
- 4.** Cepheid offers flexible service plans that can be tailored to fit your needs — just like your GeneXpert System.

Gold Plan

This comprehensive plan includes unlimited technical support, live phone and email support, and service calls by a field application specialist who will come to your site to troubleshoot issues. All hardware is covered in this plan. Should you have any hardware issues, we will send out replacement modules and dispatch an on site support technician to do the exchange and ensure your system is in pristine condition.

Key Features

- On-site annual recalibration (all modules exchanged)
- On-site repairs
- Software upgrades (new releases)
- Software updates*
- Live technical support
- On-site field application specialist



“Our customers feel that the annual module exchange provides a unique value. All modules are calibrated and brought up to current manufacturing specifications which can extend the life of their GeneXpert® System.”

Silver Plan

This streamlined plan is designed for customers who wish only to receive the annual calibration. In addition to the annual calibration, the Silver Plan offers fixed-price service module exchange in the event of a module malfunction. All modules that are refurbished through service come with a 90 day warranty.

Key Features

- On-site annual recalibration (all modules exchanged)
- Software updates*
- Live technical support
- Fixed price module exchange (quick and economical plan for module replacement)

** manufacturer recommended corrections or minor improvements*

GeneXpert® Service Contract Levels

Features and Benefits Packages

	GOLD	SILVER*
Annual Calibration	•	Billable
Module Replacement	•	\$2,500
Parts	•	
Labor	•	
Travel	•	
Software Updates	•	
Software Upgrades (New Feature Sets)	•	
Computer Repair	•	
Multi-unit Discount	•	•
Multi-year Discount**	•	•
Biomed Discount	7%	5%
On Site Response	Second Business Day	
Hot Line Response	4 hours	•
Shipping Costs	•	•
Loaner System Available (Infinity Only)	• (GX4)	

* 90 day warranty from ship date on all modules replaced for calibration

** Must be invoiced in full for multi-year discounts to apply

Technical Support available Mon-Fri 6AM - 5PM PST

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