

Cepheid Global Service

Designed for Your Success





Innovating Worldwide Service & Support

Supporting the world's most popular molecular diagnostics system calls for a global service and support program as innovative as the GeneXpert®. Our approach is driven by ongoing investments in three key areas: the global expansion of **Certified Repair Centers**, a state-of-the-art **infrastructure**, and the industry's best and brightest **people**. Our commitment to innovation and quality doesn't stop when we deliver your system — our entire team is dedicated to your ongoing success.



Reduce wait time



Week



Global Support for Faster Service

Our philosophy is to position even more regional Cepheid Certified Repair Centers throughout the world. With each new facility we are able to expedite import and export issues more efficiently, reduce turnaround times, and ensure we are including the most up-to-date software for your system. Within this regional service model, each part is repaired or refurbished to the exact standards of our manufacturing facility in the USA. This model has helped up reduce wait times within some of our more remote regions from weeks to just days.

from

Weeks → Days





Offer greater than

98%

parts availability for
same day shipments



World Class Infrastructure

With a new, comprehensive service software platform, our global team is empowered with the latest software tools, robust supply chain processes, and has access to millions of dollars of on-hand service inventory. We are proud to offer greater than 98% parts availability for same day shipments — reducing down time for any issue that may occur within your facility.



The Right People

Our Field Support Team completes a rigorous training program to ensure the highest levels of expertise throughout the world. Not only do we certify our internal Field Service Engineers (FSE) and Applications Specialists (FAS), but we also invest significantly in training our worldwide distributors and authorized service provider (ASP) network.

Our streamlined dispatch process for **Advantage** customers under service contract ensures that a Field Service Engineer is quickly dispatched to install any required parts when needed, minimizing laboratory disruptions.





Advantage Plan
24x7 Support



Investing in **Your** GeneXpert® System

For basic annual regulatory requirements, Cepheid's Xpert® Check might be all you need to validate that your system is performing optimally. However, Cepheid also offers a more comprehensive service contract, available in one to five year terms. This service contract includes the annual Xpert Check validation, replacement of all parts, and any onsite technical visits needed to resolve your system issues.

Advantage Service Contract

Regular planned maintenance for your GeneXpert® System will help ensure your continued success. We are here to actively support you in a number of ways.

Advantage Service Contract includes the annual verification with Xpert® Check, replacement of all parts, and any onsite technical visits needed to resolve your system issues.

Become a Priority Customer through an Advantage Service Contract to benefit from the full service coverage of your GeneXpert® and GeneXpert® Infinity Systems.



Cost

Fully comprehensive Service Contract with a guaranteed fixed price. Loaner system provided when off-site repairs are required. Included:

- Repair
- Spare parts
- Labor
- Cepheid® C360



Time

Guaranteed response time and a faster resolution of the problem. Replacement parts shipped within 1 working day and intervention at your site within 2 days.



Proactivity

Yearly Preventive Maintenance to avoid breakdown and to enable expected performance including instrumentation software updates and upgrades.



GeneXpert® I



GeneXpert® II



GeneXpert® IV



GeneXpert® XVI

Contract Features	<i>No Service Contract</i>	<i>Advantage Service Contract</i>
Technical Support		
24/7 technical support specialists available for troubleshooting	X	X
Prioritized contract vs. non-contract support		X
Onsite Repair and Support Services		
Service coverage Monday-Friday (8am-5pm)	X	X
Parts (includes a Xpert Check Kit), labor and travel		X
Response Time		
Guaranteed phone response time for scheduling onsite visit: 4 hours		X
Response for emergency repairs within 2 business day of request Monday through Friday local time		X
Performance Guarantee		
98% uptime guarantee		X
Loaner instrument program		X
Software		
GeneXpert® System software updates		X
Computer hardware and operating system upgrade program		X
System Connectivity		
Laboratory Information System (LIS) configuration and technical support		X
Connectivity and Data Management		
Module exchange program		X
UPS exchange/repair program		<i>Infinity</i>
Computer hardware replacement program		X
Planned Maintenance		
One (1) annual preventative maintenance visit, includes Xpert Check kit		X
Other Services		
Preferred discount for move/relocation calls for GeneXpert platforms only		X

For more information on Service Contracts, please contact: ServiceEMEA@cepheid.com

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