

Roche Tissue Diagnostics Service Plan Options

Roche Support Network offers flexible after warranty support options tailored to meet your needs. Roche's service commitment to our customers includes in-house and field support. Roche's in-house technical support, in-house customer service, and field support teams are all available to provide the most comprehensive support network in our industry. The following features are included with the selected plan:

Contract Features	Premier Service Plan	Standard Service Plan	IT Products Plan
Unlimited service visits Monday through Friday from 8:00 a.m. to 5:00 p.m. (local time). Excludes Roche holidays	√	√	
Customer Support Center Specialists are available by phone 24 hours a day, 365 days a year to assist in troubleshooting.	√	√	√
All necessary warranted repair parts and the travel and labor to install parts.	√	√	
Labor and preventive maintenance kits for preventative maintenance visit(s).	√	√	
Response for emergency repairs within 48 hours of request on Saturday's and Roche holidays.	√		
Response for emergency repairs within 48 hours of request Monday through Friday local time.	√	√	
Remote access connectivity for problem identification, training, and monitoring.	√** see below	√** see below	√
System repaired at customer site.	√	√	
Software repaired via remote access.			√
A maximum labor charge for each service visit outside of contract coverage hours.	√	√	

Contract Features	Premier Service Plan	Standard Service Plan	IT Products Plan
Computer hardware repaired if purchased from Roche in conjunction with Roche Software Products.			
Preventative maintenance visits.	√	√	
SYMPHONY Recovery Guarantee.	√***see below		

Service coverage specifically excludes failures due to operator errors, lack of operator maintenance, abnormal or unapproved uses, and acts of third parties, faulty electrical connections, fluctuations or failures in air conditioning, water quality specifications, heating or cooling systems and electrical power failures, dust, dirt, liquids, computer viruses, force majeure conditions, or other causes beyond Roche's reasonable control. To the extent Customer requests that Roche provide repairs excluded from Service coverage, additional costs will apply. Services exclude any device used or associated with the Equipment which was not part of the Equipment as originally manufactured (e.g., external computers, external water supply, external uninterruptible power supply and external line conditioners). Roche may modify the Equipment in order to improve its use and reliability. Modifications required to meet use or reliability specifications will be performed as part of the warranty or the Services. If a Schedule provides for an allowance to acquire a product or service from a third party, Customer will be solely responsible for selecting the vendor and for any validation relating to that product or service.

Additional Instrument Maintenance: During the term of Customer's Service or Maintenance Agreement Roche provides preventative maintenance to covered instrumentation consistent with the default specification maintenance requirements for each individual instrument. Roche may provide additional preventative maintenance under appropriate circumstances (e.g., high testing volume, or instrument performance issues indicating need for additional preventative maintenance).

** The following systems have remote capability: Benchmark Ultra, BenchMark Special Stains, Symphony 200, HE600. Customer must grant Roche access to utilize remote service capabilities. Such access may be granted on a periodic or per instance basis as determined by Customer and Roche.

*** SYMPHONY Recovery Guarantee - All requests for repair service will be dispatched with a 24-hour priority response. All requests for repair service will be dispatched with a 24-hour recovery guarantee (for customers located within 100 miles of Field Engineering Specialist (FES)).

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SERVICE COVERAGE DETAILS – STANDARD

- Costs for all repair and preventative maintenance parts are included. All no charge parts shipments are made at Roche's discretion and may be shipped from Roche's factory or a forward stocking location. Customer will not be charged shipping costs for repair/PM parts. For HE600, all requests for repair service will be dispatched with a 48-hour recovery guarantee (for customers located within 100 miles of FES).
- Unlimited on-site service support by a Roche FES is available Monday through Friday 8 a.m. to 5 p.m. local time (excluding Roche recognized holidays). Customer must contact Roche's Customer Support Center phone at 1-800-227-2155 (available 24 hours, seven days a week) to report service issues. All requests for repair service will be dispatched with a 48-hour priority response (for customers located within 100 miles of FES).
- One annual Preventative Maintenance service will be performed by and FES. The HE 600 platform shall receive two (2) annual PM's. All PM service is dispatched as a non-priority for completion within thirty (30) days of request.
- Unlimited on-site applications troubleshooting by a Roche Field Applications Specialist (FAS) is available Monday through Friday 8 a.m. to 5 p.m. local time.
- Five (5) days of applications support (i.e. protocol assistance, on-site operator training) by an FAS is available Monday through Friday 8 a.m. to 5 p.m. local time.
- Service coverage includes the installation of all operation modifications and hardware and platform operating software enhancements by an FES during the next schedules service visit.
- For HE 600, all chargeable calls for work outside of covered periods require a purchase order prior to FES or FAS being dispatched.
- For HE 600, remote diagnostics is included. Customers who choose not to include remote diagnostics may be charged an additional fee.

SERVICE COVERAGE DETAILS – PREMIER ONLY: In addition to the Standard service coverage section above, Customers purchasing Premier service coverage will also have the following coverage arrangements:

- Unlimited on-site service support by a Roche FES is available Monday through Friday 8 a.m. to 8 p.m. local time (excluding Roche recognized holidays). All requests for repair service will be dispatched with a 24-hour priority response (for customers locations within 100 miles of FES). For HE600, all requests for repair service will be dispatches with a 24-hour recovery guarantee (for customers located within 100 miles of FES).
- Unlimited applications troubleshooting by a Roche FAS is available Monday through Friday 8 a.m. to 8 p.m. For HE600, the FAS availability is limited to Monday through Friday 8 a.m. to 5 p.m. local time.
- Unlimited applications support is available from a Roche FAS Monday through Friday 8 a.m. to 8 p.m. (antibody work-up and protocol development, training) and includes one relocation assistance of instrumentation (excluding shipping and logistic fees).