



Bio-Rad Expert Care

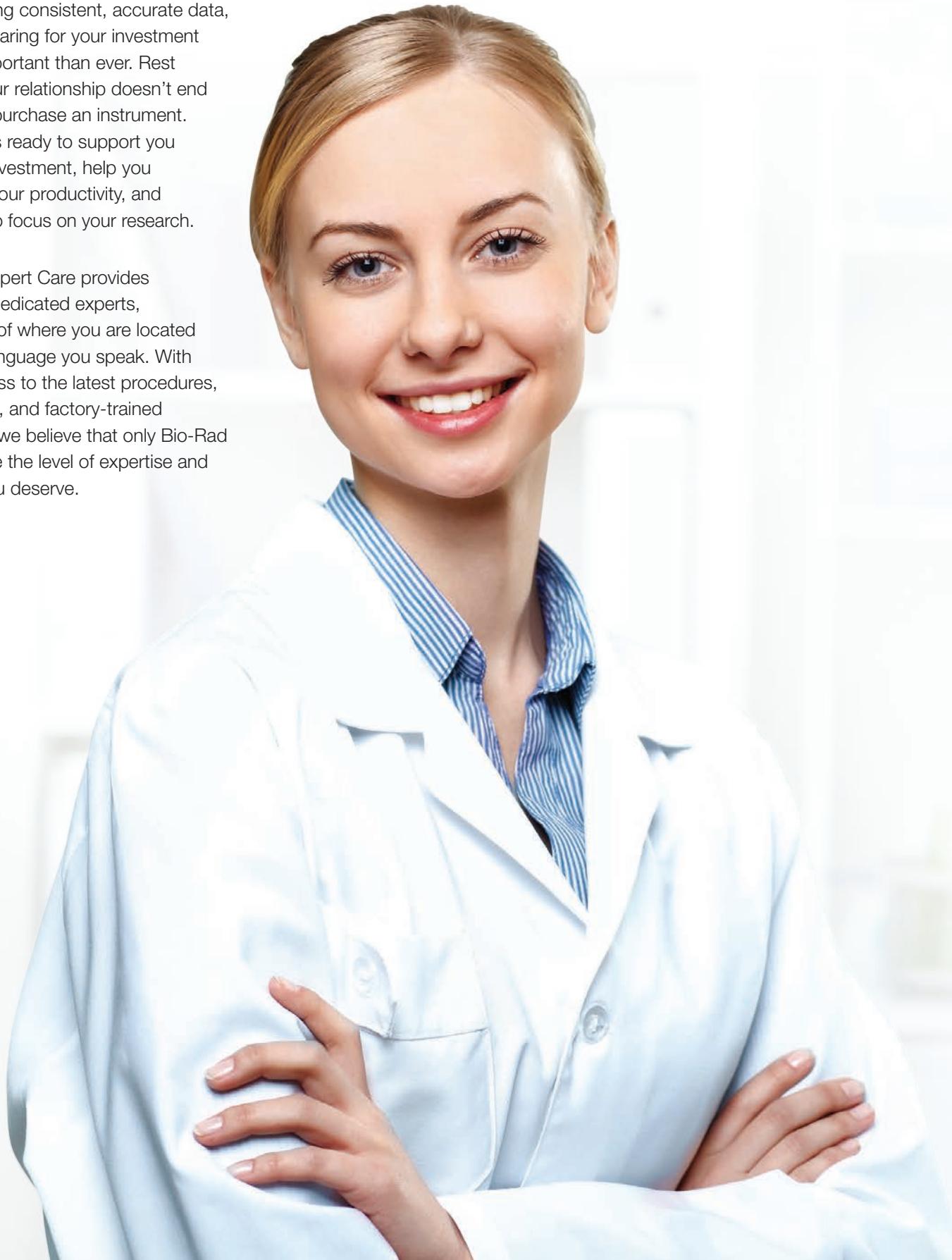
Committed to Your Continued Success

BIO-RAD

Introduction

For more than 60 years, Bio-Rad has been providing customers with life science products that help advance science and enable research. We are sensitive to increasing pressures associated with reduced budgets, yet we understand the importance of generating consistent, accurate data, therefore, caring for your investment is more important than ever. Rest assured, our relationship doesn't end when you purchase an instrument. Our team is ready to support you and your investment, help you maximise your productivity, and allow you to focus on your research.

Bio-Rad Expert Care provides a team of dedicated experts, regardless of where you are located or which language you speak. With direct access to the latest procedures, parts, tools, and factory-trained engineers, we believe that only Bio-Rad can provide the level of expertise and support you deserve.



Commitment

Our commitment to you is to deliver best-in-class service and support, an enhanced customer experience, and the services you expect in accordance with your service level agreement.



Expertise

Go to the source for expert service, support, and peace of mind. Bio-Rad Expert Care ensures optimisation of your instruments' performance while maximising the availability of your critical systems.



Flexibility

Bio-Rad recognises that different needs require different solutions. We have listened to our customers and created scalable, flexible plans and services that meet your needs and budgets.



Transparency

Bio-Rad believes in developing strong partnerships with our customers. Our experience enable us to provide total transparency of the services provided and the ability to recommend the service plans that best suit you.



Value

Knowing that your investment is protected and will be cared for with minimal downtime is priceless. Bio-Rad Expert Care can provide a plan to fit your budget and allow you to reduce unpredicted maintenance costs.



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I have plenty of experience with service representatives for other companies and instruments, and Bio-Rad outranks all of them. Bio-Rad service people are knowledgeable, courteous, and provide on-site tutorials.

K. Carnahan, Research Support Scientist and Lecturer, Animal and Veterinary Science Department, University of Idaho, USA

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Stay Protected - Stay Productive

Bio-Rad's service plans have been designed with you in mind. Focus on your research while we take care of everything else. We have put together a suite of service plans to meet the varying needs of our customers. For those customers who know what entitlements they prefer, we offer a fully configurable plan that can be personalised to meet your laboratory needs and budget. For those who are not sure, we will be happy to help and recommend which option works best for you.

We offer a wide range of solutions from on-site installation, training, preventative maintenance, validation and calibration to repair services. Bio-Rad is there to ensure your service and support needs are met.

Bio-Rad Expert Care offers the option of on-site and service centre repairs. Depending on the criticality, your budget, and the product, you are able to select the plan that suits you best as well as where you would like your instrument to be repaired. For compact equipment such as cell counters and thermal cyclers, the service centre repair option is ideal.

Service Centre Option

Using our service centre is simple, fast, cost-effective, and hassle free! A wide range of quality services are available at an affordable cost. In addition, loaner instruments are provided at no additional cost for many of our plans, subject to availability at the time of request. Shipping costs are covered in all of our pre-paid plans.

We can ensure high-quality repairs — no one can take better care of your Bio-Rad equipment than our factory-trained Bio-Rad engineers.

*Varies by country or region and applies only to specific Bio-Rad instruments.



BIO-RAD



Complete Support Plan

- Comprehensive and all inclusive
- Maximise instrument performance and uptime
- Availability of critical systems
- Complete peace of mind
- Predictable cost
- Planned preventative maintenance
- Priority response and peace of mind



Extended Cover Plan

- Your investment deserves protection. Achieve higher return on your technology investment at the time of purchase
- Priority response and peace of mind
- Maximise instrument performance and uptime
- Lower your total cost of ownership with extended coverage plans



Proactive Plan

- Planned preventative maintenance visit to fit with your lab schedule
- Assurance that your instrument is well maintained and delivering accurate results
- Ideal for less critical systems where priority response is not essential



MyPlan

- Designed by you to align with your requirements
- Total flexibility in the entitlements you chose
- Cost-effective — built around you
- Many services to choose from: IQOQ, PMOQ, Thermal validation, calibration



Performance Plan

- Instrument check only with access to our technical support team
- Assurance that your instrument performs according to specification
- Available when you need it
- For those on a limited budget
- Parts discount available, making your repairs more cost effective



Repair Option

- On-site and service centre options available
- No contract necessary — pay as you go
- Ideal for less critical and lower cost instruments
- Shipping and loaners are not included in this option

Care Plan Entitlements

	Repair Service	PM ¹	Parts (repair)	Shipping ²	Labour	Travel	Priority ³ Response	Remote Diagnostics	Technical Support	Instrument Check	Loaner	Part ⁴ Discount
Complete Support Plan	● ●	● ●	● ●	●	● ●	●	● ●	● ●	● ●		●	
Proactive Plan		● ●		●	● ●	●		● ●	● ●			● ●
Performance Plan					● ●	●			● ●	● ●		
Extended Cover Plan	● ●		● ●	●	● ●	●	● ●	● ●	● ●		●	

● On-site Repair

● Service Centre Repair

¹ The number of Preventative Maintenance (PM) visits will be in line with manufacturers recommendation, additional PM's can be added at agreed price level

² Shipping paid by Bio-Rad (included in contract pricing) or can be paid by customer at their cost

³ Priority response guaranteed over non-contract customers

⁴ Discount applies to parts for service performed by Bio-Rad outside of the PM service

Please note conditions and variances apply. Instruments covered and service plan options may vary from region to region. Service centres not available for all instruments and in all regions. Please contact your local Bio-Rad office for more details.

A True Partner

Bio-Rad is dedicated to providing the highest standard of instrument service and support. Our network of global offices and service engineers guarantees a fast response, thereby ensuring your lab is up and running with minimal delays.

Our dedicated and experienced service engineers are factory-trained to accurately diagnose and repair your instruments quickly, maximising instrument uptime and contributing to your laboratory or research success.

You can be confident that Bio-Rad's culture of excellence extends to our service and support. We carefully monitor and track all aspects of our service performance with our global customer support system, making changes as needed to ensure we deliver on our commitment to our customers.

Technical & Applications Support

Bio-Rad is dedicated to ensuring your success with the products you have chosen for your research application via rapid, effective resolution of technical and application issues. Prompt responses to your queries by knowledgeable and competent support representatives are only a phone call (or email) away, with local live agents available to advise and troubleshoot.

Bio-Rad's technical support department is staffed by scientists who possess years of experience in supporting Bio-Rad products for scientists like you. Experience matters, as troubleshooting requires significant know-how backed by strong critical thinking skills.

Should your situation require a repair, rest assured the matter will be efficiently transferred to our service team for either an on-site or service centre repair, depending on the product involved.

Rely on us. Our superior support is behind every Bio-Rad product.

Remote Diagnostics & Monitoring

Bio-Rad remote monitoring with our BRiCare platform provides you with the highest level of remote service and support. Using BRiCare, we can rapidly troubleshoot and solve issues, and in some cases do so proactively. This option increases instrument availability and improves resolution time to maximise your productivity. Software configuration problems can often be solved immediately, software updates can be accomplished with minimal disruption, and most other problems can be analysed remotely, so that they are solved on the first visit. BRiCare is completely secure and provides you with the ability to control access.



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I would like to congratulate you and your team for being very efficient and customer oriented when it comes to our requests for service repair of our equipment. Your engineers diligently attend our service calls and go the extra mile. At the lab we are very appreciative with the professionalism and strong support provided by Bio-Rad staff.”

Pei Pei, Assistant Manager (Facility Services), Temasek Life Sciences Laboratory, Singapore

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The service teams at Bio-Rad are highly proficient and have always provided us with expert, professional service. Their knowledge of our instrumentation is impressive and they are always keen to provide rapid resolution to any problems which arise as well as offer a proactive approach to prevention of recurrence. I would be happy to recommend them to any other customer/potential customer requiring equipment maintenance/support.”

Tim Plant, Lab Manager, Medical School, Birmingham University, UK

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A Global Partner



- Bio-Rad Office
- Service Centre



With a network of worldwide distributors and sales offices, Bio-Rad continues to thrive and plays a leading role in the advancement of scientific discovery, helping people live longer, healthier lives.

For more information or to contact us please visit us on the web www.bio-rad.com/support or call your local office



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