Field Services
Chemistry
Immunology
Hematology
Coagulation
Blood Gas
Electrolyte
Microbiology
Urinalysis
Field Service & Preventative Maintenance

Continental US Coverage 8 Zones
20 Manufacturers, 250 Models
24 Hour Field Site Response Time

Online Field Service Application
OnLine Quotation Requests
Call-In Center

Manufacturers Covered

Abbott Diagnostics
Alfa Wassermann
Beckman Coulter
Biorimerieux
Biometnica
Elan Diagnostics
Furuno

Horiba Medical
IL
Medonic
Mindray
Ortho Clinical
Radiometer
Randox
Roche Diagnostics
Siemens Diagnostics
Stago Diagnostica
Sysmex
Tokyo-Boeki
Tosoh

Service Options

Gold Field Service (Annual)
The most popular plan available to laboratories, The Gold plan provides coverage for your instrumentation with full labor, travel and material costs included to keep your system operational. Support is delivered within 1 business day during normal business hours, Monday – Friday. Gold offers a balance of the needed support with a reasonable and fixed cost structure.

Silver Field Service (Diem/Time and Materials)
For the laboratory looking to have the flexibility of superior service without the commitment to a full year service plan, the Silver plan is the appropriate choice. Silver allows the client to pay a reduced hourly rate with support guaranteed within 1 business day. Travel costs are fixed and the client is responsible for any material costs incurred.

Bronze Field Service
For the laboratory unable to commit but looking for continuous support, the Bronze plan is the appropriate choice. The Bronze plan provides ultimate flexibility without the commitment. The client pays a standardized hourly rate with support provided within 2 business days. Travel costs are fixed and the client is responsible for any material costs incurred.

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