

# Roche Diagnostics Service and Maintenance Plan Program | Roche Analyzer & Lab Equipment Onsite and Depot Service

Roche Diagnostics service and maintenance plan program and scheduling for your Roche analyzers and lab equipment that offer flexible options and reduce your budget for Roche service and maintenance!

# Roche Diagnostics Analyzer Service & Maintenance

**When it comes to Roche Diagnostics service and maintenance trust the industry leaders in lab equipment service for onsite maintenance, service & repair, depot repair, calibration, and refurbishment, Diamond Diagnostics**

Roche Diagnostic services including maintenance, service, repair, and parts replacement are offered to laboratories throughout the United States, Canada and the European Union with several service and maintenance options to make the acquisition of refurbished instrumentation seamless as well as offer existing Roche Diagnostics instrumentation in your laboratory more cost-effective maintenance, service and repair plans and contracts.

For Roche analyzer service and maintenance, annual service agreements, repair, and parts replacement count on Diamond Diagnostics, for over 25 years a global leader in lab equipment supply and service.

## Roche Diagnostics Service, Maintenance, & Field Service

All Roche Diagnostic analyzers and lab equipment sold by Diamond Diagnostics, or analyzers qualified by Diamond Diagnostics are eligible for Field Service coverage. Roche service and maintenance plans are the best way to maximize your instrument investment, extend the useful life of your analyzers and lab equipment, and reduce the high costs associated with instrument failure. Our Roche Diagnostic service and maintenance plans are designed to support optimum instrument performance, ensure reproducible results, and minimize down-time. Our Roche Diagnostics service, maintenance and repair plans provide a timely response from our dedicated engineers who are certified on an ongoing basis to ensure industry leading service efficiency and quality, even for the most demanding and complex laboratory environments.

## Roche Diagnostics Service, Maintenance, & Field Service Options

### Preventive Maintenance for Your Roche Diagnostics Analyzers

For the laboratory looking to manage Roche Diagnostics manufacturer recommended preventative maintenance (PM) schedules for Roche analyzers and instrumentation at a fixed cost, the Roche Diagnostics PM Service Plan will increase the reliability of your in-service Roche analyzers and reduce the risks and costs of unplanned maintenance and equipment downtime. Our maintenance and service plans are scheduled and planned around your specific instrument and operational needs.

### Depot Service, Maintenance and Repair

Our depot service for Roche analyzers is designed to reduce costs for Roche analyzer and instrumentation maintenance and service, while providing the most efficient process for minimizing planned downtime and disruption in the lab. For the laboratory looking to maximize the life of their Roche Diagnostics analyzers and instrumentation, while effectively managing repair costs, our depot service and scheduled maintenance plans are the perfect choice. Roche Diagnostics depot repair is a per diem service, maintenance and repair plan designed for any size Roche instrument needing major repair, top-down refurbishment, or proper recycling with chain of custody.

### Annual Depot Repair Service Plans

For the laboratory looking to maximize the life of their Roche Diagnostics analyzers and instrumentation while effectively managing service, maintenance and repair costs the Annual Depot Maintenance & Repair service agreement is an optimal choice. Diamond Diagnostic's annual based service and maintenance plan is designed for small to mid-sized instruments needing maintenance or repairs that can be easily shipped by your local carrier to one of our depot service facilities globally.

### Phone Support | Maintenance, Service and Repair Support for Your Roche Diagnostics Lab Equipment

For the laboratory employing qualified service professionals capable of being the hands on the ground during the maintenance, servicing or repair of your Roche Diagnostics instruments, the Virtual Plan may be a suitable choice to replace, or supplement Field Services. The Virtual plan offers clients support by email and telephone, within business hours, with communication directly with our Clinical Engineering staff that specializes in the model of Roche instrumentation that the laboratory is utilizing. The Virtual Plan for Roche Diagnostics is annual plan.

## Roche Diagnostics Service and Maintenance Plan Matrix

### Which Service Plan is Right for You?

SERVICE OPTIONS	PLATINUM	GOLD	SILVER
<b>Labor</b>	included	included	Reduced (Hourly Rate)
<b>Travel/Lodging</b>	included	included	Fixed Travel Cost
<b>Parts/Materials</b>	included	included	Not Included
<b>Response Time</b>	Next Day 24 Hours / 7 Days	1 Business Day 8:00am - 5:00pm EST Monday - Friday	1 Business Day 8:00am - 5:00pm EST Monday - Friday
<b>24/7 Support</b>	included	Not Included	Not Included
<b>Weekend Support</b>	included	Not Included	Not Included
<b>After Hour Support</b>	Included	Not Included	Not Included
<b>Major Holiday Support</b>	Included	Not Included	Not Included
<b>Phone Support</b>	Unlimited 24 Hours / 7 Days	Unlimited 8:00am - 5:00pm EST Monday - Friday	*Limited 8:00am - 5:00pm EST Monday - Friday
<b>Preventative Maintenance</b>	*(1-2) PM included	(1) PM Included	Not Included
<b>Advanced Instrument Training</b>	Discounted Pricing	Discounted Pricing	Discounted Pricing

## We Offer Maintenance for Not Only Roche Diagnostics But for Dozens of Other Manufacturers as Well

Let us know what your service needs are, and we will have someone call you promptly to discuss how we can help reduce your service costs, reduce uptime and minimize business risk due to unplanned failures.

**Abbott Diagnostics**

**Agilent Technologies**

**Alfa Wassermann**

**Beckman Coulter**

**Bio-Rad**

**BioMerieux**

**Biotechnica Instruments**

**Diagnostica Stago**

**ELITech Group**

**Furuno**

**Hitachi**

**Horiba Medical**

**Instrumentation Laboratory**

**Jeol**

**Nihon Kohden**

**OPTI Medical Systems**

**Ortho Clinical Diagnostics**

**Radiometer**

**Randox**

**Roche Diagnostics**

**Siemens Healthcare Diagnostics**

**Sysmex Corporation**

**Thermo Fisher Scientific**

**Tokyo Boeki**

**Tosoh Corporation**

## Roche Diagnostics Parts-on-Demand Program

Our Roche Diagnostics Parts-On-Demand™ Program is perfect for those labs with hands on the ground that can perform common parts replacement. Countless laboratories and distributors are subjected to long lead times, high costs and excessive expediting fees in order to repair their analyzers. Distributors in many nations often have lead times to replacement that span weeks, to months due to centralized warehousing or limited inventory due to supply chain shortages and challenges. Additionally, laboratories are often left with a single source option forcing them into the uncomfortable position of choosing between two, less than ideal options of purchasing new analyzers or exceeding their annual repair and maintenance budgets.

As the largest supplier of refurbished clinical laboratory analyzers in the world, Diamond Diagnostics is uniquely positioned to offer over 30,000 new and recycled service parts for over 350 manufacturers and models of instrumentation.

Most items can ship from stock within 24 hours of order and will be up to 70% less expensive than from the Original Manufacturer. All recycled items are verified for functionality and carry a 60-day parts replacement warranty.

### Common Service Parts Include:

Bar Code Readers  
Filters  
Mixing Units  
Rinse Stations  
Cables  
Fluid Sensors  
Motors  
Sampling  
Compressors  
Fluidic Modules  
PCB Boards  
Shear Valves  
Computers

Halogen Lamps  
Peltiers  
Syringes  
Cooling Units  
Heaters  
Photometers  
Transducers  
Covers  
ISE Modules  
Photomultipliers  
Trays  
Diodes  
Lasers

Power Supplies  
Valves  
Displays  
Luminometers  
Probes  
Waste Assemblies  
Drives  
Manifolds  
Pumps  
Fans  
Metering Tubes  
Reaction Chambers

## Analyzer Consumables | Reagents, Controls, Electrodes & Accessories

Diamond Diagnostics is the pioneer and clear global leader in the manufacture and supply of high quality, cost-effective alternative consumables for use in Blood Gas, Electrolyte, Chemistry and Coagulation analyzers. The Diamond product range incorporates several hundred Direct Replacement, Drop-In reagents, calibrators, electrodes, accessories for use in over 150 analyzers. Diamond also offers a full line of Quality Controls.

All products carry the required FDA 510k clearance, carry IVDD CE Mark and are manufactured in Diamond facilities with ISO 9001:2015 and ISO 13485:2016 certification.

### Diamond Diagnostics offers consumables for the following analyzer series:

Abbott Architect Series	Diamond Unity	Roche Cobas Mira
Abbott CELL-DYN	Dirui Chemistry Analyzers	Roche Compact
Alpha Wassermann Chemistry	Furuno Chemistry Analyzers	Roche Hitachi
Alpha Wassermann Starlyte	Horiba ABX Micros, Pentra	Roche Modular
Beckman Coulter LX & DXC	IL ACL Coagulation	Siemens Rapidlab 248,348
Beckman Coulter Olympus AU	IL Ilyte	Siemens Rapidlab 800
Beckman Coulter Synchron CX	Idexx Vetylyte	Siemens Advia Chemistry
Biotechnica Chem Analyzers	Medica Easylyte	Siemens Dimension Chemistry
Diamond Carelyte Plus	Radiometer ABL	Sysmex CA 500, 1500, 7000
Diamond Mission Control	Randox Chemistry	Sysmex KX, XE, XT
Diamond Prolyte	Roche AVL 9100 Series	Tokyo-Boeki Chemistry
Diamond Smartlyte Plus	Roche C6000	Vital Elan ATAC 8000



## **Inquire Today for Roche Diagnostics Service, Maintenance, Field Service, Parts Replacement, and Consumable Restocking for Your Roche Lab Equipment**

When it comes to Roche Diagnostic analyzers and lab equipment and their ongoing service and maintenance requirements, as well as spare parts replacement and consumable restocking look to the industry leader Diamond Diagnostics for onsite service and maintenance, depot repair and refurbishment as well as parts replacement throughout the United States, Canada and Europe. For over 25 years Diamond Diagnostics has been outshining the competition for lab equipment services and is looking forward to assisting you in maintaining your Roche Diagnostics lab equipment to reduce your annual equipment maintenance budgets and minimize risk from unplanned equipment downtime. Call {number}

