



# BD FACSPresto™ Near-Patient CD4 Counter

Service and support offering



## BD FACSPresto™ Near-Patient CD Counter service and support



### Dedicated in-country service and support organization

- Repair technicians, BD FACSPresto™ Near-Patient CD Counter coordinators and application specialists

### In-country depot and repair centers

- In-country inventory management and instrument repair

### Logistics solutions

- Comprehensive logistics services for instrument and loaner pickup and delivery

### Data inventory and management

- Instrument functionality, consumption and utilization tracking

### Regional support

- Technical, training, data management expertise

## All-inclusive three-year warranty at no cost



### Initial fully inclusive three-year warranty

- Covers labor, repair, spare parts, loaner instrument, shipping and logistics costs, training and activation
- No separate service agreement required

### Post-warranty coverage options:

- Extended two-year service and support agreement
- Full service and support at \$2,500 per instrument

### Replacement with new instrument

- New fully inclusive three-year warranty
- Rebate incentive toward new purchase
- New instrument placement under reagent rental arrangement

### Fee-for-service coverage

- Fee to cover labor, spare parts and logistics costs as needed

## Complete end-to-end post-sale support (activation process) at no additional cost



### Dedicated highly trained in-country staff to support:

- Logistics and supply chain coordination
- Site selection and identification
- Instrument pre-deployment QC
- Instrument deployment followup and monitoring
- On-site training activities

Visit our website for more information on the BD FACSPresto™ Near-Patient CD4 Counter  
[bdbiosciences.com](http://bdbiosciences.com)

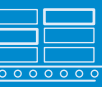
## Free in-country training to support rollout and site deployment



### BD Good Start Program (GSP)

- Workshops to train lab personnel on diagnostic monitoring tools with standard operating guidelines
- Emphasis on practical, hands-on use of instruments, cartridges and quality control practices
- Train-the-trainer programs
- All BD workshops are free

## In-country depot centers staffed with skilled support teams for quick response



- Fully equipped and staffed in-country repair and depot centers
- Highly trained dedicated customer and logistics support staff
- Management of logistics to and from depot centers to sites

## Dedicated in-country support organization that specializes in point-of-care support and service



### BD FACSPresto™ Near-Patient CD4 Counter Coordinators:

- Are dedicated first-line customer resource to address applications, technical and training issues
- Manage product deployment and activation
- Proactively monitor sites for instrument performance and cartridge inventory
- Organize and manage of instrument swap logistics
- Liaise with procurement agencies, IPs, NGOs and other stakeholders

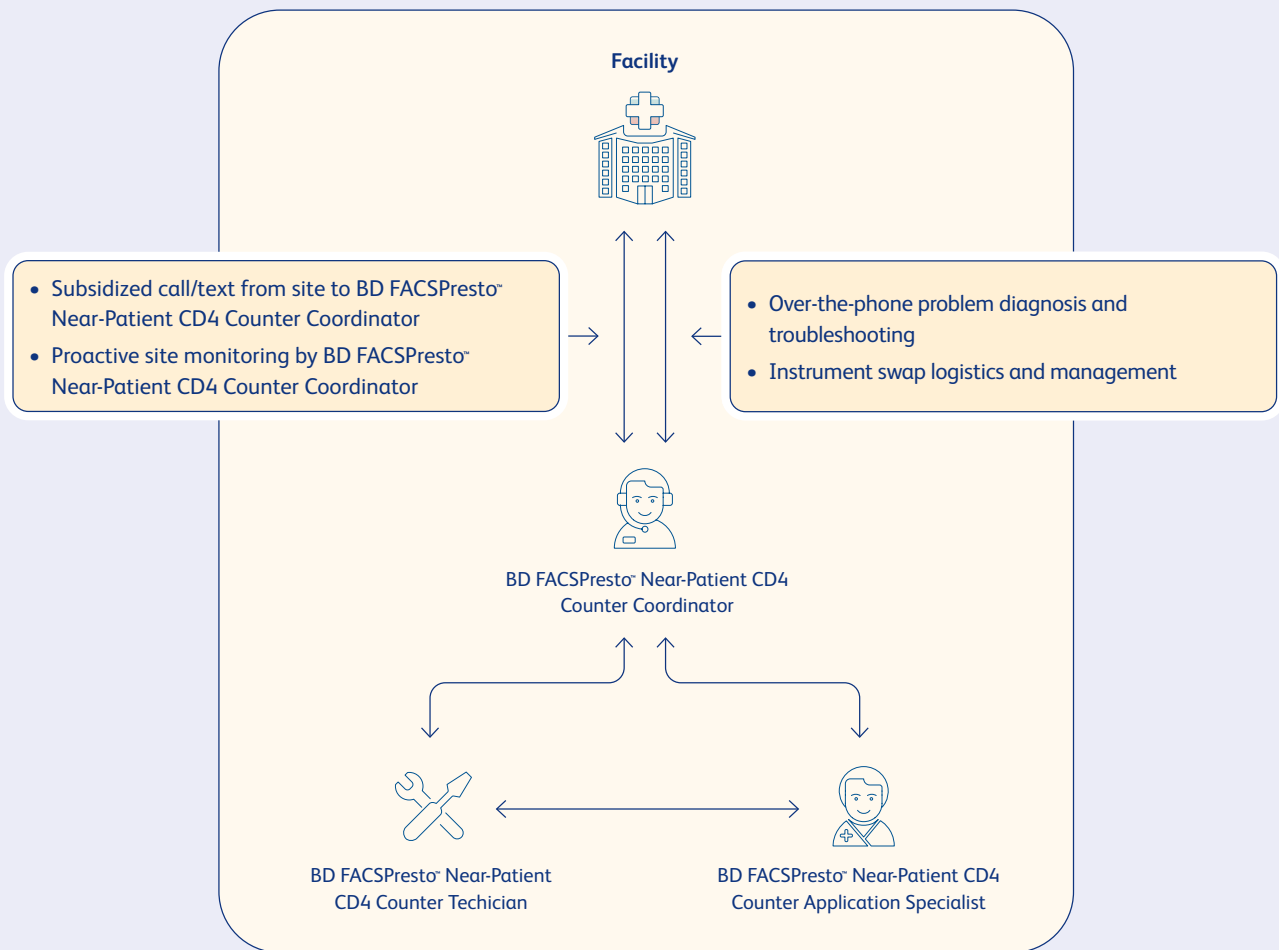
### BD FACSPresto™ Near-Patient CD4 Counter Technicians:

- Conduct instrument predeployment QC and instrument repair
- Manage local spare parts inventory

### BD FACSPresto™ Near-Patient CD4 Counter Application Specialist:

- Organize end-user application training
- Coordinate BD Good Start Program: training workshops, train-the-trainer programs

## Fully integrated in-country service and support initiation process dedicated to quick response



## Comprehensive solution center

### For In Vitro Diagnostic Use.

For E.U. under IVDD and IVDR, the BD FACSPresto<sup>™</sup> Near-Patient CD4 Counter and BD FACSPresto<sup>™</sup> Cartridges are for In Vitro Diagnostic Use.

The BD FACSPresto<sup>™</sup> Cartridge is an in vitro diagnostic device bearing a CE marking and is CE certified by BSI Group the Netherlands B.V. (Notified Body Number : 2797).

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