



BD FACSPresto™

Service and support offering



A comprehensive BD FACSPresto™ service and support value offering designed to meet your local needs

- **Dedicated in-country service and support organization**
 - Repair technicians, BD FACSPresto 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

Free in-country training to support rollout and site deployment

- **BD Good StartSM 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

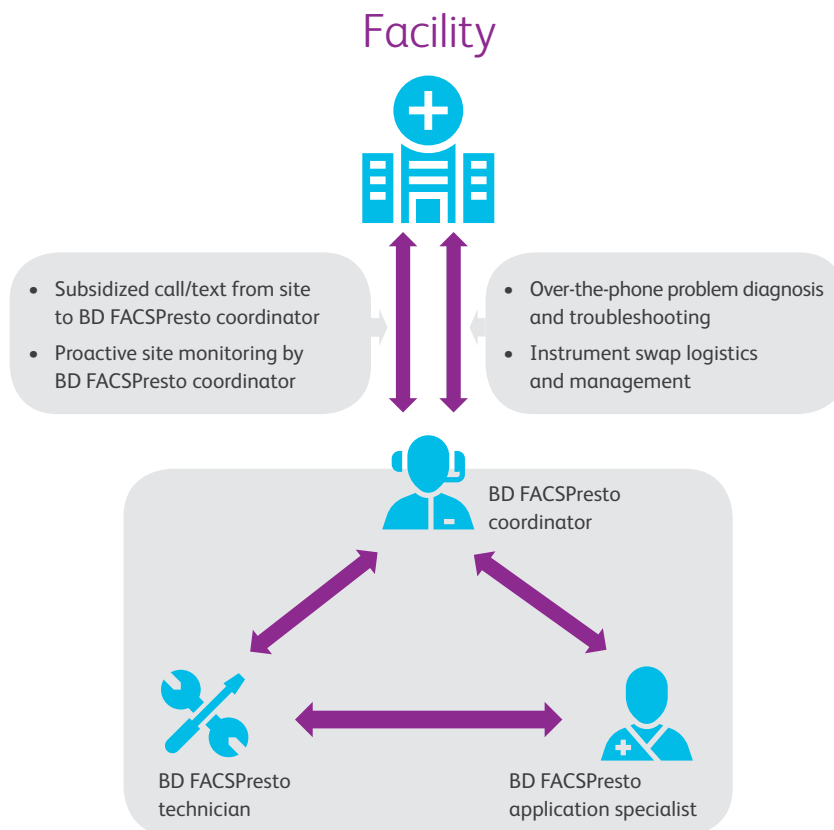
In-country depot centers staffed with skilled support teams for quick response

- 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 which specializes in point-of-care support and service

- **BD FACSPresto coordinators:**
 - Dedicated first-line customer resource to address applications, technical and training issues
 - Management of product deployment and activation
 - Pro-active monitoring of sites for instrument performance and cartridge inventory
 - Organization and management of instrument swap logistics
 - Liaise with procurement agencies, IPs, NGOs and other stakeholders
- **BD FACSPresto technicians:**
 - Conduct instrument predeployment QC and instrument repair
 - Local management of spare parts inventory
- **BD FACSPresto application specialist:**
 - End-user application training
 - 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.

23-17941-01

BD Life Sciences, San Jose, CA 95131 USA

Office locations are available on our websites.

bdbiosciences.com

