



When patients are counting on you, **you can count on us.**

Instrument Service Plans from Epreidia


Protect Patient Care

Timely, accurate test results are a hallmark of quality patient care. A single instrument out of action can bring an entire laboratory to a standstill. With access to Epreidia's nationwide network of approved technicians, as well as phone support from our in-house team of Technical Support Representatives, you are free to focus on lifesaving work you do every day.

Protect Your Investment

When you depend on a quality product to excel day in and day out, trust the experts to have your back. All of our service team members are factory-trained and equipped with the most-up-to-date information on instrument training, safety, software, applications, and system modifications. Using Epreidia technicians also ensures that your instruments are being serviced with only OEM parts and processes, ensuring your instrument will perform optimally without risk of unexpected issues or damaged caused by using non-OEM parts.





"Great service! Appreciated the professional, enthusiastic and prompt response. Went above and beyond my expectations."

Catherine Campbell
National Institute of Dental and
Craniofacial Research (NIDCR)
Bethesda, MD

Service Plans

With all of our service plans, our Field Service Team will execute all recommended service (PM) at proper intervals, including the replacement of OEM approved parts and comprehensive list of checks according to factory specifications. Each plan offers different levels of benefits to meet the demands of your laboratory.



Gold

The most complete and comprehensive coverage for your instrument; this plan is a complete solution, combining:

- Annual preventative maintenance visit by one of our factory trained Field Technicians
- Full instrument repair coverage (parts, labor, and travel all covered) for the desired contract term
- Unlimited access to in-house Technical and Software Support Representatives.



Silver

A robust coverage plan ideal for laboratories with moderate throughput needs at a great value.

- Annual preventative maintenance visit by one of our factory trained Field Technicians
- Discount on parts, labor, and travel for any repairs during the contract term
- Unlimited access to in-house Technical and Software Support Representatives.



Bronze

Affordable baseline protection for budget-sensitive customers.

- Annual preventative maintenance visit by one of our factory trained Field Technicians
- Unlimited access to in-house Technical and Software Support Representatives

*Service Plans and offerings may vary by region and distributor network

Other Service Offerings

Billable Service (Time & Materials)

On-Demand, pay-per-visit service executed by our factory trained Field Technicians, equipped with OEM replacement parts and most current knowledge of instrumentation updates.

Training & On-site Applications Support

An industry exclusive offer by EpreDia, our Field Laboratory Applications Specialists are available for installation and comprehensive customer site training for a wide variety of EpreDia laboratory equipment and related software applications.

- Assist with optimizing protocols or procedures when using EpreDia instruments or consumables.
- Provide a level of troubleshooting expertise that is based upon a combination of real laboratory experience and industry experience.
- Department members are ASCP certified in histology and hold a variety of educational degrees.

FREE Technical Support

Our FREE in-house Technical and Software Support Representatives are available to any customer for direct, live assistance. Our representatives are rigorously trained to troubleshoot instrument issues, provide assistance, and answer general questions to factory standards. This ensures you receive the support you need for the instruments you use.



Don't let your lab come to a standstill. Talk with a Service Representative today.

Contact us today for a **FREE** estimate and take advantage of promotional pricing!



servicecontracts.amer@epredia.com



1-800-522-7270, option 2



Connect with us on social:



WeChat:



Epredia
4481 Campus Drive
Kalamazoo, MI 49008
United States
+1 (800) 522-7270

Find out more at epredia.com/service

© 2022 Epredia™ All rights reserved. All trademarks are the property of Epredia and its subsidiaries unless otherwise specified. ST60049 R022022

