

Broad coverage across North America

- Haemonetics has a significant field service workforce strategically located throughout the US and Canada that are trained and certified to perform service on the TEG[®] 5000 Analyzer and assure it meets the manufacturer's specifications.

Awarded for excellence in service

- In April of 2011 Haemonetics was awarded the Omega North Face Award for the eleventh (11th) consecutive year
- Haemonetics is one of only three companies to have earned this achievement level



Haemonetics Corporation
400 Wood Road
Braintree MA 02184
USA
T: (800) 225-5242
www.Haemonetics.com

Haemonetics[®] TEG[®] Platinum Service Program

Delivering excellence
in clinical support



RxOnly

Copyright © 2011 Haemonetics Corporation. Haemonetics and TEG are trademarks or registered trademarks of Haemonetics Corporation in the USA, other countries, or both. NorthFace Scoreboard is a service mark of Omega Management Group Corp. 09.2011 Germany. C.OL-COPY-000442(AA)


HAEMONETICS[®]
THE Blood Management Company

Haemonetics® is committed to ensuring your TEG® 5000 Analyzer:

- Operates reliably throughout its entire service life
- Is serviced and maintained by certified, manufacturer-trained technicians
- Adheres to quality control and maintenance guidelines



Platinum Agreement terms include:

- Unlimited/24-hour technical assistance via 1-800-438-2834
- Unlimited, on-site, emergency service (parts, labor, and travel included)
- On-site service coverage Monday - Friday during normal business hours (8:30 a.m.-5:30 p.m. local time)
- Two, on-site preventative maintenance inspections
- PM tracking – proactively remind you of your next PM service date and schedule a mutually convenient time for service

Platinum Agreement benefits provide you with:

- Helps provide compliance with CLIA guidelines governed by the FDA
- 24-hour average response time should your analyzer(s) require service
- A fixed cost for the service and maintenance of your analyzer(s)
- A streamlined process for service calls

Ask about our

- Loaner options
- Multi-year Platinum Agreements
- Other service programs also available. Please contact 1.800.438.2834 for more details

