



Radiometer
Customer Care

Radiometer's customer care process



Phase 1: Installation

Analyzer installation and validation is performed by a Radiometer Service Engineer.



Phase 2: Training

A customized training program is designed by a Radiometer Product Specialist.



Phase 3: Integration

Your analyzer is configured to communicate with your hospital or laboratory information system by your Radiometer Service Engineer, using standard protocols.

Your Radiometer data management solution (if purchased with your analyzer) is implemented by a Radiometer IT Specialist.

Our customer care commitment

Support at every phase of the process

When you purchase a Radiometer analyzer, you own the world's leading blood gas and acute care brand. The Radiometer brand embodies not just gold-standard instrument quality, but also our commitment to service and support.

Radiometer will support you for as long as you have your analyzer. This begins with installation and training, and continues with product and clinical support. As a Radiometer customer, you have access to a team of experts who will provide you with customized support at every phase of our relationship.

Phases of the customer care process

It is our goal to successfully complete your analyzer installation with little or no interruption to your workflow or patient care. Once your analyzer is operational, we will provide a number of product training options, as well as IT support and integration services.



Radiometer's Customer Care Team

Service Engineer

Your Service Engineer will install and validate your analyzer, assisting in a smooth transition of service from your existing device. Once installed, your Service Engineer will configure your analyzer to communicate with your hospital or laboratory information system.

Product Specialist

Your Radiometer Product Specialist will provide onsite analyzer training once your instrument is installed and operating, as well as ongoing support post-installation. Whether you prefer Radiometer to deliver the training to your staff directly, or for your Product Specialist to facilitate a train-the-trainer model, we will design a program that fits your needs.

IT Specialist

If you have purchased a Radiometer data management system, a Radiometer IT Specialist will work with your hospital's IT department to ensure its successful installation.



Remote support and ancillary services

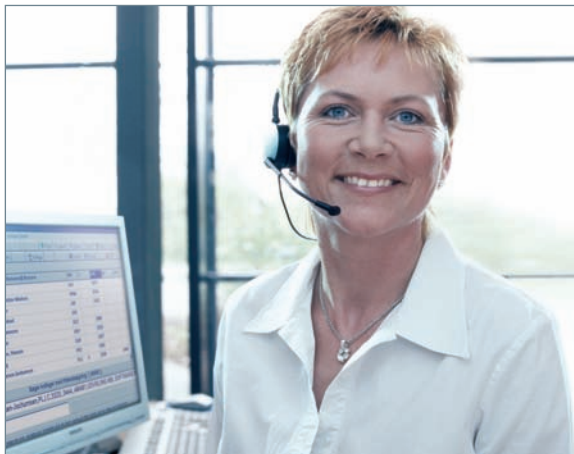
Remote services for 24/7 coverage

Technical Support

The Radiometer Technical Support team is available 24/7 via e-mail or phone.

Customer Service

The Radiometer Customer Service team is available weekdays, 8:30 AM to 6:30 PM EST, to help you with analyzer supplies and consumables.



800 736 0600

Customer Service – opt. 2

Service Plan Renewals – opt. 3

Technical Support – opt. 4

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Ancillary services for optimal support

Radiometer offers several other services designed to optimally support your analyzer's long-term use and maintenance.

Quality Assurance

Radiometer's QA Portal Service helps you meet regulatory requirements for your analyzer. If you are interested in learning more about the QA Portal, see the enclosed information sheet in this packet.

Preferred Customer Agreements (PCA)

A Preferred Customer Agreement (PCA) offers both convenience and discounted pricing for analyzer supplies. With a PCA, supplies and consumables are shipped automatically according to a pre-determined schedule.

Service Plans

For your convenience, Radiometer offers a variety of service plans, including extended analyzer warranties, equipment maintenance plans, and annual IT support agreements.

Radiometer University

Radiometer University is your source for continuing acute care education. We offer accredited online learning, accredited onsite training, and authoritative information about acute care testing through the industry's preeminent knowledge website, acutecaretesting.org.