



**Annual Service Agreement Programs**  
 For QBC Autoread and STAR Hematology Systems

QBC Diagnostics, Inc. would like to take this opportunity to present to you the Service Contract programs that are available for your QBC™ Autoread or STAR hematology system. The plan extends to one or two years and can be selective covering the complete system or discrete components. Depending on your office or lab's particular needs, each offers a superior value and peace of mind, providing assurance that your QBC service needs will be responded to as soon as possible.

**Please note:** If your instrument is currently in need of service and you wish to take out a Service Agreement covering that instrument, an **additional \$250.00** will be added for the Service Agreement cost. We will service your instrument and issue the Service Contract from the date the instrument is returned to you.

**Service Agreement; Single Swap**

This Service Agreement plan is a single swap program and may be contracted for one or two years.

The Single Swap Service Agreement for the *Autoread Plus System* includes both the QBC Autoread (Plus) instrument and the centrifuge. If either one of these should require service they are both covered.

This program provides for your QBC instrument to be replaced with a factory remanufactured and calibrated instrument within 1-2 working days after our receipt of notification from you that your system needs repair. If your QBC needs repair:

- a) You notify us for a need for service.
- b) We send you a remanufactured QBC Hematology System equal to your current system and arrange for a UPS call tag (RGA) for your old system.
- c) You place your old system in the shipping container you received and then call QBC Diagnostics @ 866-265-1486 to arrange for your pick-up.

It's as simple as that. QBC Diagnostics pays all freight\*. ***There is no limit to the number of returns; if it fails during your contract period, we'll replace it.***

**Service Agreement Program Costs:**

<b>Instrument</b>	<b>1- year cost</b>	<b>2- year cost</b>
Autoread Plus System	\$799.00	\$1199.00
Autoread instrument only	\$699.00	\$1099.00
Centrifuge only	\$499.00	\$699.00
STAR Hematology System	\$1,299.00	\$1,999.00

**Plan Benefits:** Complete assurance that your QBC service needs will be met in the shortest amount of time. Especially well suited for heavy QBC use.

\*Continental U.S. only. Freight, Shipping & Handling outside the United States will be an additional charge on your order.

## **Plan B: Double Swap:**

This Service Agreement plan is for those offices/labs that want to retain their QBC instrument but cannot be without an instrument for extended periods while theirs is being repaired. As with Plan A, this plan may be contracted for one or two years.

The Double Swap Service Agreement for the *Autoread Plus System* includes both the QBC Autoread instrument and the centrifuge. If either one of these should require service they are both covered.

The program provides for your QBC instrument to be repaired and returned to you. In the interim, while your instrument is being repaired it is replaced with a factory remanufactured and calibrated instrument (loaner) within 1-2 working days after our receipt of notification from you that your system needs repair. After your instrument is repaired, it is returned to you and you return the loaner to us.

If you're QBC needs repair:

- a) You notify us of the need for service.
- b) We send you a remanufactured QBC Hematology System equal to your current system as a loaner instrument and arrange for a UPS call tag (RGA) for your old system.
- c) You place your old system in the shipping container you received and then call QBC Diagnostics at 866-265-1486 to arrange for your pick-up.
- d) We repair and calibrate your instrument and return it back to you.
- e) You place the loaner instrument in the shipping container you just received and call QBC Diagnostics to schedule a pick-up for delivery back to us.

It's as simple as that. QBC Diagnostics pays all freight for both the instrument to be repaired and the loaner\*. There is no limit to the number of returns; if it fails during your contract period, we'll replace it.

## **Plan B Service Agreement program costs:**

<b>Instrument</b>	<b>1- year cost</b>	<b>2- year cost</b>
Autoread Plus System	\$1,662.00	\$2,585.00
Autoread instrument only	\$1,360.00	\$2,175.00
Centrifuge only	\$575.00	\$995.00
STAR Hematology System	\$2,125.00	\$3,390.00

**Plan B Benefits:** This plan assures that your existing QBC Instrument's service needs will be met in the shortest amount of time. It is well suited for those offices/labs who want to retain their existing QBC instrument.

**Acceptable Payment Methods:** QBC Diagnostics accepts Visa and/or Master Card. We must have the card number and expiration date, billing address, the name as it appears on the card and the 3 digit security code, which is on the back of the card. If you prefer you can photocopy the front of your check and fax it to 1-814-342-2449 and then mail the original check to QBC Diagnostics.

\*Continental U.S. only. Freight, Shipping & Handling outside the United States will be an additional charge on your order.