



BIOMÉRIEUX SERVICES

Instrument service plans and support



PIONEERING DIAGNOSTICS



INSTRUMENT SERVICE PLANS AND SUPPORT:

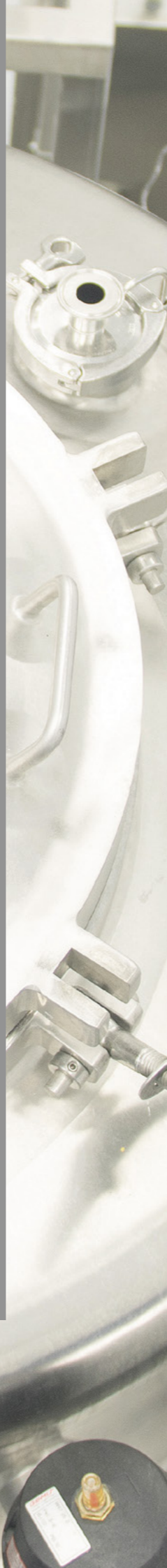
Maximize the uptime of your instruments and ensure continuous operations

To maximize your uptime, you need to keep continuous operations. Who do you trust to support you in this task?



Instrument uptime is critical in ensuring uninterrupted testing and operations workflow. Our experts ensure that your instruments are continuously available, and performing at their optimal capabilities. bioMérieux provides effective, personalized solutions that both respond to and anticipate your instrument support needs, avoiding issues and providing peace of mind.

We support you with service maintenance and repairs, ensuring the reliable continuity of your operations.



Regular maintenance means more reliable and stable systems that **reduce downtime, increase efficiency, and improve the performance of your equipment**. At bioMérieux, our goal is to provide the service you need, when you need it. In order to achieve this, we've developed a range of service packages tailored to labs of all sizes. What's more, our services go beyond merely fixing the instrument when it's down; they're designed to **deliver more instrument uptime**.

The VILINK® remote support tool saves you valuable time and resources by allowing faster troubleshooting and turnaround time, performed with minimal lab disruption. VILINK® provides on-demand system updates, predicting maintenance requirements with high security and data protection standards.

Moreover, we can rapidly send highly-skilled and trained system engineers and application specialists to your lab, anywhere in the world. bioMérieux offers a suite of service solutions that ensures maintenance in accordance with manufacturers' specifications and recommended frequency.

24 hours a day, 365 days a year, we're ready to help **ensure the continuity of your operations**, allowing you to ensure timely and accurate results. With >200,000 successful field activities, you can count on us to **increase the reliability of your equipment performance, and maximize your instrument uptime**.



WHAT WE OFFER:



Hotline support with bioMérieux specialists:
Service engineers and application specialists are available for questions and immediate assistance.



Preventative maintenance program to improve equipment life and avoid any unplanned maintenance activity.



Technical training : expert technical training curriculum for your staff, allowing you to proactively ensure you always have the right skills and are prepared for any and all technological evolutions.



Top Tier interventions / Fast interventions
Proximity to our customers, premises, efficient interventions with Technical Expert Engineers, and swift efficiency in spare parts procurement are the levers to better and faster repairs.



Remote access solution (VILINK®) : bioMérieux is able to fix most of your issues remotely and assist your lab specialists in achieving full autonomy.



Priority for all updates and upgrades : ensuring the latest and most comprehensively secured version of your instrument.



Industry leading Customer Service with our best Experts.



Not all services are available in all countries. Please contact your local bioMérieux Industrial Microbiology representative for details of local service offering.