



## Global Access Program

### Service and Support Offerings

*Ensuring continuous access to diagnostic testing in low- and middle-income countries*





## Global Access Program Overview

Cepheid's Global Access Program was established in 2011 to provide equitable access to molecular diagnostics globally through continuous solution innovation, holistic implementation of these solutions, cross-sector partnerships, and advocacy.

Through the Global Access Program, eligible countries have access to Cepheid's GeneXpert® systems and Xpert® tests for a range of diseases.

### A Complete Solution

Systems and tests alone are not enough. Cepheid has a robust set of service and support options to help national health programs, donors, and other customers realize the full testing potential of GeneXpert solutions. These offerings ensure fleet health to maximize utilization of systems through and beyond the original warranty period to impact as many patient lives as possible.

All GeneXpert systems come with a standard one-year warranty. For customers who purchase an instrument through the Global Access Program, a second year of warranty is offered at no additional cost if XpertCheck+ is completed by the end of the first year. After or during the original warranty period, there are four options for continued service and support:



# Service and Support Offerings

## Warranty Extension

- **Per-system payment** or **single** contract option to cover multiple instruments or entire system install base that includes parts replacement, repairs, and online technical support
- **1- or 3-year** contracts

## Warranty Extension Plus<sup>#</sup>

- **One-time payment** and **single contract** that covers **entire system install base**
- **Comprehensive** coverage, including parts replacement, repairs, technical support, and travel and lodging for onsite service
- **Performance monitored** and shared with monthly Key Performance Indicators (KPIs)
- **1- or 3-year** contracts

## AccessCare<sup>#</sup>

- **Pre-defined** and **personalized surcharge for each cartridge** that covers **entire system install base** under **single contract**
- **Comprehensive** coverage, including parts replacement, repairs, technical support, and travel and lodging for onsite service
- **Performance monitored** and shared with monthly KPIs (Key Performance Indicators)
- **1-year** contracts

### Monitoring Performance

Key Performance Indicators (KPI)

#### System Availability

Percentage of systems that are up and running

≥ 95%

#### Module Availability

Percentage of modules that are up and running

≥ 95%

#### Timely Critical-Part<sup>^</sup> Replacement

Percentage of parts replaced in 10 days or less

≥ 90%

These key metrics are provided monthly and provide visibility into service delivery and system performance.

\* XpertCheck is a series of customer-run system-level tests to ensure full system functionality within Cepheid's instrument servicing specifications

<sup>^</sup> Modules + Computers + Gateway boards.

<sup>#</sup> Warranty Extension Plus and AccessCare programs can be subject to Hypercare

# Contract Features

	Warranty Extension	Warranty Extension Plus*	AccessCare*
<b>Technical Support</b>			
Online technical support (phone / web)	X	X	X
<b>Repair and Support Services</b> (Cepheid or representative)			
GeneXpert instruments and replacements parts <sup>^</sup>	X	X	X
Shipping costs for modules and parts	X	X	X
Onsite service	X (under condition)	X	X
Travel & lodging for onsite service		X	X
<b>Performance Guarantee</b>			
Timely critical part replacement is monitored every month		X	X
Monthly KPI monitoring		X	X
Quarterly and yearly reviews		X	X
<b>Contract</b>			
1-year option	X	X	X
3-year option	X	X	
Single contract for entire system install base	X (batch of systems)	X (batch of systems)	X
Includes multiple Xpert assays	X	X	X
<b>System Connectivity</b>			
Monitoring can be provided <small>*Utilizes Cepheid C360, for more details contact your Cepheid Regional Service Manager</small>	X	X	X
<b>Service Funding</b>			
One time pre-payment	X	X	
Surcharge per cartridge			X
Test volume commitment required			X
<b>Preventive Maintenance</b>			
XpertCheck included <small>(Warranty Extension : One per set of 4 modules / year, run by end user)</small>	X	X	X



**Coverage, plus  
Accuracy, plus  
Peace of mind**

That's the **PCR<sub>plus</sub>** advantage.  
From Cepheid.

## For more information

**Contact Us:** Your Cepheid Regional Business Manager

**Website:** [www.cephid.com/en-US/impact/global-access](http://www.cephid.com/en-US/impact/global-access)

CE-IVD. *In Vitro* Diagnostic Medical Device. May not be available in all countries.

\* AccessCare and Warranty Extension Plus may not be available in all countries

<sup>^</sup> Technical upgrade excluded for all contracts

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