

Cepheid Service and Maintenance Plan Program | Cepheid Analyzer & Lab Equipment Onsite and Depot Service

Cepheid service and maintenance plan program and scheduling for your Cepheid analyzers and lab equipment that offer flexible options and reduce your budget for Cepheid service and maintenance!

Cepheid Analyzer Service & Maintenance

When it comes to Cepheid services and maintenance trust the industry leaders in lab equipment service for onsite maintenance, service & repair, depot repair, calibration, and refurbishment, Diamond Diagnostics

Cepheid services including maintenance, service, repair, and parts replacement are offered to laboratories throughout the United States, Canada and the European Union with several service and maintenance options to make the acquisition of refurbished instrumentation seamless as well as offer existing Cepheid instrumentation in your laboratory more cost-effective maintenance, service and repair plans and contracts.

For Cepheid analyzer service and maintenance, annual service agreements, repair, and parts replacement count on Diamond Diagnostics, for over 25 years a global leader in lab equipment supply and service.

Cepheid Service, Maintenance, & Field Service

All Cepheid analyzers and lab equipment sold by Diamond Diagnostics, or analyzers qualified by Diamond Diagnostics are eligible for Field Service coverage. Cepheid service and maintenance plans are the best way to maximize your instrument investment, extend the useful life of your analyzers and lab equipment, and reduce the high costs associated with instrument failure. Our Cepheid service and maintenance plans are designed to support optimum instrument performance, ensure reproducible results, and minimize down-time. Our Cepheid service, maintenance and repair plans provide a timely response from our dedicated engineers who are certified on an ongoing basis to ensure industry leading service efficiency and quality, even for the most demanding and complex laboratory environments.

Cepheid Service, Maintenance, & Field Service Options

Preventive Maintenance for Your Cepheid Analyzers

For the laboratory looking to manage Cepheid manufacturer recommended preventative maintenance (PM) schedules for Cepheid analyzers and instrumentation at a fixed cost, the Cepheid PM Service Plan will increase the reliability of your in-service Cepheid analyzers and reduce the risks and costs of unplanned maintenance and equipment downtime. Our maintenance and service plans are scheduled and planned around your specific instrument and operational needs.

Depot Service, Maintenance and Repair

Our depot service for Cepheid analyzers is designed to reduce costs for Cepheid analyzer and instrumentation maintenance and service, while providing the most efficient process for minimizing planned downtime and disruption in the lab. For the laboratory looking to maximize the life of their Cepheid analyzers and instrumentation, while effectively managing repair costs, our depot service and scheduled maintenance plans are the perfect choice. Cepheid depot repair is a per diem service, maintenance and repair plan designed for any size Cepheid instrument needing major repair, top-down refurbishment, or proper recycling with chain of custody.

Annual Depot Repair Service Plans

For the laboratory looking to maximize the life of their Cepheid analyzers and instrumentation while effectively managing service, maintenance and repair costs the Annual Depot Maintenance & Repair service agreement is an optimal choice. Diamond Diagnostic's annual based service and maintenance plan is designed for small to mid-sized instruments needing maintenance or repairs that can be easily shipped by your local carrier to one of our depot service facilities globally.

Phone Support | Maintenance, Service and Repair Support for Your Cepheid Lab Equipment

For the laboratory employing qualified service professionals capable of being the hands on the ground during the maintenance, servicing or repair of your Cepheid instruments, the Virtual Plan may be a suitable choice to replace, or supplement Field Services. The Virtual plan offers clients support by email and telephone, within business hours, with communication directly with our Clinical Engineering staff that specializes in the model of Cepheid instrumentation that the laboratory is utilizing. The Virtual Plan for Cepheid is annual plan.

Cepheid Service and Maintenance Plan Matrix

Which Service Plan is Right for You?

SERVICE OPTIONS	PLATINUM	GOLD	SILVER
Labor	included	included	Reduced (Hourly Rate)
Travel/Lodging	included	included	Fixed Travel Cost
Parts/Materials	included	included	Not Included
Response Time	Next Day 24 Hours / 7 Days	1 Business Day 8:00am - 5:00pm EST Monday - Friday	1 Business Day 8:00am - 5:00pm EST Monday - Friday
24/7 Support	included	Not Included	Not Included
Weekend Support	included	Not Included	Not Included
After Hour Support	Included	Not Included	Not Included
Major Holiday Support	Included	Not Included	Not Included
Phone Support	Unlimited 24 Hours / 7 Days	Unlimited 8:00am - 5:00pm EST Monday - Friday	*Limited 8:00am - 5:00pm EST Monday - Friday
Preventative Maintenance	*(1-2) PM included	(1) PM Included	Not Included
Advanced Instrument Training	Discounted Pricing	Discounted Pricing	Discounted Pricing

We Offer Maintenance for Not Only Cepheid But for Dozens of Other Manufacturers as Well

Let us know what your service needs are, and we will have someone call you promptly to discuss how we can help reduce your service costs, reduce uptime and minimize business risk due to unplanned failures.

Abbott Diagnostics

Agilent Technologies

Alfa Wassermann

Beckman Coulter

Bio-Rad

BioMerieux

Biotechnica Instruments

Diagnostica Stago

ELITech Group

Furuno

Hitachi

Horiba Medical

Instrumentation Laboratory

Jeol

Nihon Kohden

OPTI Medical Systems

Ortho Clinical Diagnostics

Radiometer

Randox

Roche Diagnostics

Siemens Healthcare Diagnostics

Sysmex Corporation

Thermo Fisher Scientific

Tokyo Boeki

Tosoh Corporation

Cepheid Parts-on-Demand Program

Our Cepheid Parts-On-Demand™ Program is perfect for those labs with hands on the ground that can perform common parts replacement. Countless laboratories and distributors are subjected to long lead times, high costs and excessive expediting fees in order to repair their analyzers. Distributors in many nations often have lead times to replacement that span weeks, to months due to centralized warehousing or limited inventory due to supply chain shortages and challenges. Additionally, laboratories are often left with a single source option forcing them into the uncomfortable position of choosing between two, less than ideal options of purchasing new analyzers or exceeding their annual repair and maintenance budgets.

As the largest supplier of refurbished clinical laboratory analyzers in the world, Diamond Diagnostics is uniquely positioned to offer over 30,000 new and recycled service parts for over 350 manufacturers and models of instrumentation.

Most items can ship from stock within 24 hours of order and will be up to 70% less expensive than from the Original Manufacturer. All recycled items are verified for functionality and carry a 60-day parts replacement warranty.

Common Service Parts Include:

Bar Code Readers
Filters
Mixing Units
Rinse Stations
Cables
Fluid Sensors
Motors
Sampling
Compressors
Fluidic Modules
PCB Boards
Shear Valves
Computers

Halogen Lamps
Peltiers
Syringes
Cooling Units
Heaters
Photometers
Transducers
Covers
ISE Modules
Photomultipliers
Trays
Diodes
Lasers

Power Supplies
Valves
Displays
Luminometers
Probes
Waste Assemblies
Drives
Manifolds
Pumps
Fans
Metering Tubes
Reaction Chambers

Analyzer Consumables | Reagents, Controls, Electrodes & Accessories

Diamond Diagnostics is the pioneer and clear global leader in the manufacture and supply of high quality, cost-effective alternative consumables for use in Blood Gas, Electrolyte, Chemistry and Coagulation analyzers. The Diamond product range incorporates several hundred Direct Replacement, Drop-In reagents, calibrators, electrodes, accessories for use in over 150 analyzers. Diamond also offers a full line of Quality Controls.

All products carry the required FDA 510k clearance, carry IVDD CE Mark and are manufactured in Diamond facilities with ISO 9001:2015 and ISO 13485:2016 certification.

Diamond Diagnostics offers consumables for the following analyzer series:

Abbott Architect Series	Diamond Unity	Roche Cobas Mira
Abbott CELL-DYN	Dirui Chemistry Analyzers	Roche Compact
Alfa Wassermann Chemistry	Furuno Chemistry Analyzers	Roche Hitachi
Alfa Wassermann Starlyte	Horiba ABX Micros, Pentra	Roche Modular
Beckman Coulter LX & DXC	IL ACL Coagulation	Siemens Rapidlab 248,348
Beckman Coulter Olympus AU	IL Ilyte	Siemens Rapidlab 800
Beckman Coulter Synchron CX	Idexx Vetylyte	Siemens Advia Chemistry
Biotechnica Chem Analyzers	Medica Easylyte	Siemens Dimension Chemistry
Diamond Carelyte Plus	Radiometer ABL	Sysmex CA 500, 1500, 7000
Diamond Mission Control	Randox Chemistry	Sysmex KX, XE, XT
Diamond Prolyte	Roche AVL 9100 Series	Tokyo-Boeki Chemistry
Diamond Smartlyte Plus	Roche C6000	Vital Elan ATAC 8000

Inquire Today for Cepheid Service, Maintenance, Field Service, Parts Replacement, and Consumable Restocking for Your Cepheid Lab Equipment

When it comes to Cepheid analyzers and lab equipment and their ongoing service and maintenance requirements, as well as spare parts replacement and consumable restocking look to the industry leader Diamond Diagnostics for onsite service and maintenance, depot repair and refurbishment as well as parts replacement throughout the United States, Canada and Europe. For over 25 years Diamond Diagnostics has been outshining the competition for lab equipment services and is looking forward to assisting you in maintaining your Cepheid lab equipment to reduce your annual equipment maintenance budgets and minimize risk from unplanned equipment downtime. Call +1(508)429-0450

