

98% In-Service Guarantee

In the unlikely event your analyzer does not meet Ortho's minimum performance standards of 98% in-service time, Ortho will credit your lab the difference.*



Customers Everywhere Continue to Trust Ortho Clinical Diagnostics



#1 Ranking by Service Trak™ for **superior service and support** received by Ortho Care™ in 2016, 2017, 2018, 2019, and 2020

#1 in **Overall Customer Satisfaction** for Clinical Chemistry, Immunoassay and Integrated Systems in 2018, 2019, and 2020

#1 **Overall System Performance** in 2019 and 2020

Ortho Clinical Diagnostics

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* In the event the uptime (at the end of any year during the term of the agreement) is less than 98% per analyzer, Ortho will offer a credit to the customer based on the one-year cost of customer's service contract for such analyzer. The amount will be a 1% credit for every percentage point the uptime is under 98%, up to a maximum of 5% per year, per analyzer. Note: All eConnectivity-capable analyzers must be eConnected to qualify for this uptime guarantee. Eligible equipment includes ORTHO® VISION and all VITROS® analyzers. The purchase of a service contract is required and program is subject to agreement of additional terms and conditions. Warranty year is not included and other exclusions may apply.