



Cascadion Care

Full Service and Support Contract for
your Cascadion SM Clinical Analyzer

A full service and support contract ensures continuity of your analytical service. Support for the Thermo Scientific™ Cascadion™ SM Clinical Analyzer is provided by a dedicated Cascadion Care Team based in your regional area. This team is trained to understand the needs and priorities of the clinical laboratory and the challenges of implementing a new clinical system. Our team is here to help you.



The four yearly visits by the Cascadion Care Specialist are designed to maximize overall uptime and by predictive fault-finding to minimize unplanned downtime.



Start of the journey

Your decision to incorporate the Cascadion analyzer into the laboratory is the start of the journey. We will be there through all of the steps toward a successful installation and continued use.

	Ease of use / Training	We will train your staff in the routine operation of the Cascadion system. This training can be provided on-site or at one of our training facilities.
	Implementing a validated workflow for your lab	As part of the documented implementation of your new instrument, the Cascadion Care Specialist will perform a full Instrument/Assay Qualification.
	Uptime	The uptime of the Cascadion analyzer will be maintained all day, all year around, targeted at a minimum of 90 %.
	Partnering with our customers	Cascadion Care Specialists will assist in optimizing the setup of the Cascadion system, so it is optimized to meet your requirements.
	System maintenance / Remote services	Daily & weekly user managed maintenance is 10 and 20 min respectively. We are able to monitor system performance 24/7 by remote and proactively react to any signs of issues.
	Compliance	Your regional Cascadion Specialist team will be working under full GXP* compliance and are all specially trained for working in the clinical laboratory.

To ensure a continuous and successful experience with the Cascadion system, the purchase of the analyzer includes an offer for a full year of service & support. This contract covers preventative maintenance, spare parts and travel and labor for emergency visits.

A regional hotline is available for any questions or requests you might have. A Cascadion Care Specialist will take ownership and make sure that the request or issue is solved. If a visit is required a specialist will be on-site within the next business day.

*Good quality guidelines practice

Commitment



Our commitment is to make your installation of the Cascadion SM Clinical Analyzer as smooth as possible. Maintaining the service provision over time is our goal. The Cascadion Care Specialists team is experienced in the requirements of the clinical laboratory environment and dedicated to meeting your needs. This means they fully understand the criticality of the work, and the need to maximize your uptime.

What is included in the full service & support contract?

- Certified training program for daily users and key operators
- Two (2) scheduled preventative maintenance visits per year
- Two (2) scheduled inspections visits per year
- Dedicated, regional field service and support teams
- Global specialized Cascadion Analyzer technical support
- All spare parts and preventative maintenance consumables
- Next business day on-site response
- All travel and labor costs
- Active remote access support, enabling predictive support
- Data connectivity will be planned as part of installation

Other service options are available. Please ask your regional Cascadion analyzer representative for more information.

Thermo Fisher Scientific products are distributed globally so uses, applications, and availability of product in each country depend on local regulatory marketing authorization status.

Thermo Fisher Scientific:

Ratastie 2, P.O.Box 100, FI-01621 Vantaa

Tel: +358 10 329 200

Find out more at thermofisher.com/cascadion

ThermoFisher
S C I E N T I F I C