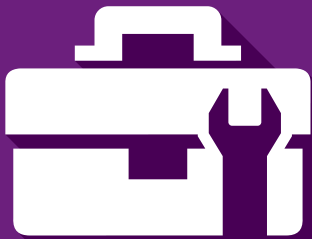
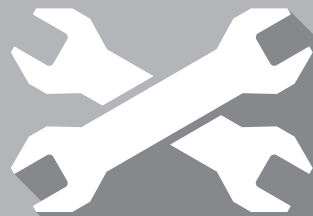
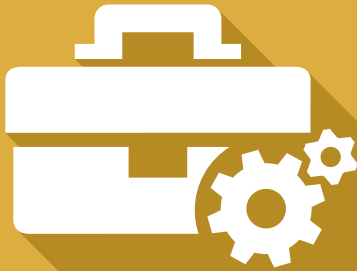




RX series
EXCELLENCE IN SERVICE



www.therxseries.com

RANDOX



Global reach. Local support

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With over 30 years' experience, we fully understand the demands and needs of the clinical chemistry laboratory. We recognise the importance of maintaining a consistent workflow of high quality results, and our team of trained engineers is on hand to work with you in preserving the continuity of your operations while maximising the potential of your RX series instrument. We know time is critical in any laboratory and our global network means we are uniquely positioned to meet your needs with local service and support.

Minimise downtime... Maximise your time

.....

We understand that minimal downtime is one of the most important considerations in a laboratory setting. We are here to ensure that your analyser experiences as little downtime as possible and to support your laboratory in providing efficient and effective patient care. We are committed to maintaining the integrity of your laboratory through unrivalled support and a genuine understanding of your needs.

Peace of mind is part of our service

.....

It goes without saying that we take pride in our analysers, and realise how important they are to your laboratory and to patients. We understand patient care is the primary focus of clinical chemistry testing and Randox has developed a versatile range of clinical chemistry analysers for high quality semi-automated and fully automated testing in a variety of laboratory types.

Innovation and customer care is both our commitment and our passion. Our focus is on providing you with world-class customer service and forging excellent relationships with all of our customers.

Pride built in

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Servicing your RX series analyser is essential in ensuring continuous productivity and maintaining the highest quality of results you come to expect from the RX series of clinical chemistry analysers. The quality of laboratory test results is dependent on the performance of your analyser; therefore the importance of servicing and preventative maintenance cannot be overstated.

Your clinical chemistry analyser is an integral part of your laboratory. Preventing problems with your RX series instrument is therefore essential in avoiding any unnecessary downtime. Regular servicing as a preventative measure is one of the best ways to ensure that you get optimal results from your RX series instrument.



A little TLC goes a long way

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- Full valet clean and wash of all surfaces, covers and key instruments (sample carousel, reagent carousel, cuvettes, probes, wash probes, peltiers, pumps)
- Greasing of linear bearings to keep high velocity parts operating to optimum capacity
- Replacement of high usage items using only Genuine RX series parts
- Free Software updates
- Full Bi-annual Analyser Diagnostic Health Check - checking analyser precision and efficiency, and checking alignment and health of key instruments
- Our engineer only leaves the lab when the analyser is fully functional to manufacturer specification

Demand excellence... expect perfection

.....

You should expect excellent service every time you make contact with us. That is why we train every member of our team to the highest possible standard to ensure that you receive the highest quality of customer service that you deserve, thus ensuring you enjoy a consistent, helpful and stress-free experience.

A new experience

The background image is a close-up, teal-tinted photograph of a person's hands working on an electronic circuit board. The hands are positioned in the lower right, with one hand holding a small, coiled wire. The circuit board is densely packed with various electronic components, including capacitors, resistors, and integrated circuits. Several white and grey wires are connected to the board, some with labels like 'CN210' and 'CN211'. The overall scene suggests a technical repair or maintenance task.

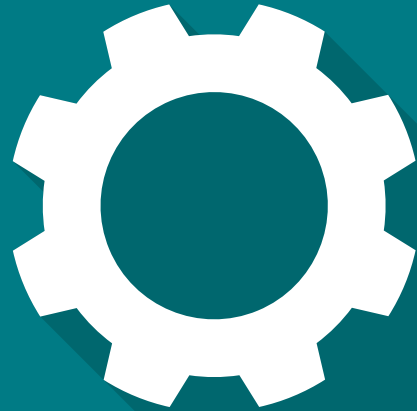
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A comprehensive range of service checks are carried out by our team of dedicated engineers who ensure your RX series analyser is always reliable, safe and efficient. With a guarantee of genuine RX series parts and the ability to carry out essential software updates, you can be sure your RX series analyser is in the very best hands, minimising downtime and maximising your time.

The RX series Service Promise

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No-one knows your RX series analyser like your local RX engineer. Take confidence in the fact that you will have the very best people looking after you.



Our Service Promise to you:

Genuine Parts

Our experienced technicians will only fit genuine RX parts designed specifically for your RX analyser

Guarantee

12 Month Warranty Guarantee on all new analysers

Software Updates

Complimentary Software updates

One Stop Shop

All your technical needs handled under one roof, from servicing to repairs

Transparent Pricing

Clear and simple pricing on all service and repairs.

Service Plans

A range of flexible service packages to suit your individual needs

Service Packages



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Our service packages provide a bespoke range of features, giving you the customer peace of mind and not compromising on quality. Our experienced team of local sales and service professionals will help tailor a package geared to your specific needs.

Contact your local sales representative for a quotation on each of our packages



GOLD

fully comprehensive

This service package offers you complete peace of mind covering all maintenance work and any break downs on your RX analyser.



SILVER

preventative maintenance plus

This service package consists of wear-and-tear maintenance work and services to keep your analyser in excellent condition.



BRONZE

support plus maintenance

This service package consists of telephone and diagnostic troubleshooting support.

Benefits at a glance



GOLD

Comprehensive contract covering all parts and PM's



GOLD

Priority Emergency Breakdown Cover



GOLD

Remote Diagnostic and Fault Finding Support



GOLD

Comprehensive technical support only a telephone call away



GOLD

Best in class response times



GOLD

Free software updates



SILVER

Complimentary PM visits



SILVER

Telephone support during normal working hours as required



SILVER

10% discount on parts used



SILVER

Best in class response times



BRONZE

Telephone support during normal working hours



BRONZE

Priority over non-contract customers

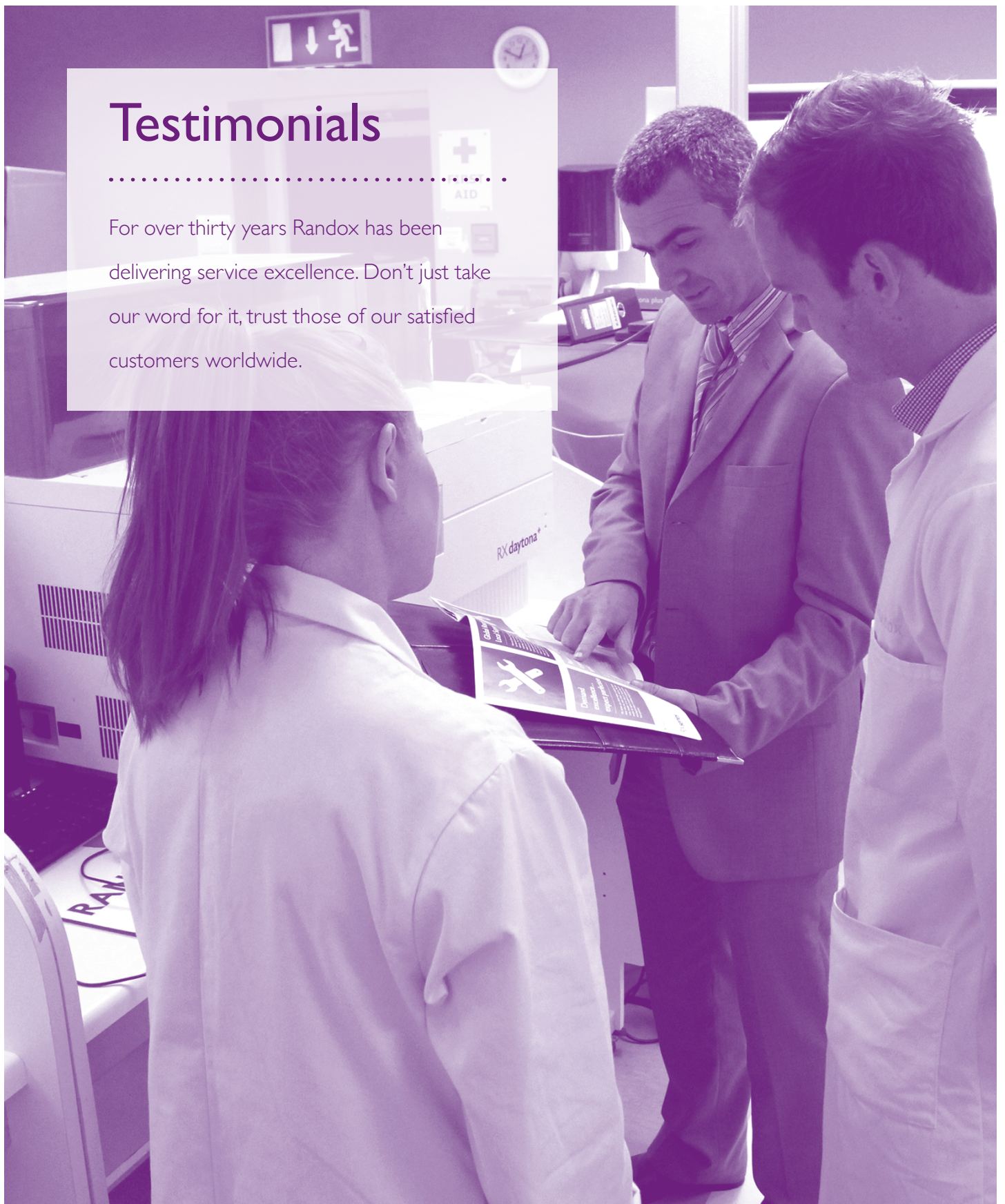


BRONZE

5% discount on Parts used

Testimonials

For over thirty years Radox has been delivering service excellence. Don't just take our word for it, trust those of our satisfied customers worldwide.



Prince Aly Khan Hospital, Mumbai, India

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"We have been associated with Randox for more than 8 years and have two RX imola analysers. We find the RX imola to be of the highest quality and user friendly, with fewer breakdowns compared to other instruments. Also, downtime is minimal. All application and sales personnel are very prompt in their customer service."

Suchitra Vaidya, Quality Assurance Manager, Hospital Laboratory,

RX imola

University of Bath, Sport Health and Exercise Science, UK

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"The support we have received from Randox has been fantastic. If an engineer visit has been required, they have been with us almost straight away and have always been able to solve our issues. Phone support is superb and has enabled us to solve issues ourselves quickly and easily. We are very happy to be working with Randox!"

Rebecca (Bec) Toone, Exercise Physiology Lab Technician

RX daytona

Bupa Health Assessment Centre, London, UK

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"Running a very busy lab, it's critical our analysers are kept well maintained. I can say that the Randox engineers respond immediately to any problems and I place my trust in them to keep my machines running 24/7"

Clare Unwin, Lead Near Patient Testing Laboratory Technician

RX daytona

Laboratorio Serhant, Ponce, Puerto Rico

.....

"Since working with Randox for over two years, the service has been over 100%. The engineer who maintains our machine provides exceptional support. When other suppliers have offered us their services, we have refused"

Lcda. Mary Torres, Director, Laboratorio Serhant, Ponce, Puerto Rico

RX imola

Institute of Food Safety & Health, USA

.....

"The RX series has worked well for our lab. Little maintenance is required and Randox provides great customer care. This has made a tremendous difference for our research."

Indika Edirisinghe, PhD, Assistant Professor

RX daytona

University College Dublin, Dept. of Veterinary Science, Ireland

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"We have used the RX series technology for over a decade. The combination of user-friendliness, reliability, high performance of the analysers and expert maintenance service is simply unparalleled. The RX series has been the single-most impactful technological contribution to the success of our clinical pathology service and our research biochemistry programmes."

Peter O'Brien, Head of Clinical Pathology, and Michael Garrett, Chief Technical Officer

RX imola

i-SENS, Inc. South Korea

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"The RX Monaco was installed and staff were trained very professionally. If the analyser has a problem, they immediately support us and always fix any problems. The service team are extremely helpful."

In Seok Jeong, Senior Scientist

RX monaco

University of Sao Paulo-Pirassununga Campus, Brazil

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"In our laboratory we are very pleased with the RX Daytona, and if any problems arise, these are very quickly fixed by the service team. This instrument is intended for research that generally involves between 350 and 2000 samples and for which besides speed of results, it gives us accuracy and reliability. The assistance from the Randox technical support department demonstrates excellence in their ability to effectively resolve all our specific queries."

Dr. Daniela Becker Birgel, Medical Veterinarian Faculty of Zoology and Food Engineering, Dept. of Veterinary Medicine

RX daytona

A total global service solution



Peace of mind

If you have any questions regarding RX service packages,
our local RX account team will be happy to help.
email: Technical.Services@randox.com



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