



BD COR™ System

Service Offering

BD Technical Services is your partner for performance.

BD Service teams enable you to better serve your customers and patients. You can count on our deep knowledge and experience to help ensure your BD COR™ System delivers expected, timely results.





Maximum Uptime

At BD, we understand the cost and consequences of unexpected downtime. We are committed to maximizing your system uptime to make sure you keep your promises. Customers under the BD COR™ Comprehensive Service Plan get priority service compared to time and materials.

- Preventive Maintenance
- Remote Service Capability
- Responsive Onsite Repair
- Replacement Parts



Peace of Mind

No more wondering how and when your instrument will be repaired. Rest assured knowing you have access to BD service professionals whenever you need them and when it matters most.

- 24/7 Telephone Support
- Text/Chat/Augmented Reality Support
- Local field service expertise



Predictable Expense

Protect your budget from unexpected costs. The BD COR™ Comprehensive Service Plan is one flat fee that covers your maintenance-related service needs.

- No Hidden Charges
- Extends your comprehensive service warranty
- Multi-year pricing available

Service Plan

On-site service repairs

- Service Hours: 8:00am – 5:00pm Monday – Friday*
- Unlimited emergency service visits by specialized BD Field Service Engineer
- Average response time target: Next business day (if reported by 5 p.m.)**
- Labor and travel included



Phone and Remote Support

- Live phone support 8:00am – 8:00pm EST Monday – Friday (except BD holidays)
- 800.638.8663, Option 2 for emergency assistance with applications and instrument troubleshooting
- Technical_services@bd.com for non-urgent questions



Preventive maintenance

- Included required PM visits per Manufacturer recommendation
- Service hours: 8:30am – 5:00pm Monday – Friday



Software updates

- Software updates to provide system enhancements at no charge***
- Service hours: 8:30a.m. – 2:00p.m. Monday – Friday



Parts

- Genuine BD-certified parts required for preventive or corrective maintenance included



Optional services

Optional Services not covered as part of the Warranty or Service Plan include relocation of instruments and peripherals, training solutions, workflow optimization, Post Go-live LIS connectivity changes, other IT activities planned outside regular business hours, and non-mandatory hardware upgrades. These services are available for purchase at an additional fee.

*Local time, except BD holidays

**Response Time: For down systems within Program Coverage Plan

***Software Updates: New system functionality and operating system updates/upgrades not included

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