

## 八、售后服务、培训安排，紧急预警等服务能力

### 8.1 原厂售后服务承诺书

#### After-sale service guarantee 售后服务维修承诺书

To:  
致：高青县人民医院

The terms and conditions for the after-sale service guarantee are set out as follows:  
销售仪器的售后服务承诺条款及条件如下：

#### (A) Warranty period 保修期

"Warranty period" shall mean the five years from the completion date of installation and operation training. During the warranty period, Roche Diagnostics (shanghai) Limited ("RDSL") or its authorized distributors will provide overall knight service free of charge, which includes preventative maintenance and accreditation service, excluding consumables or spare parts used for preventative maintenance.

保修期是自安装和操作培训完成日起五年内，罗氏诊断产品（上海）有限公司或其授权经销商提供优质全面的免费售后服务，包含维护，保养和认证服务。但不包括维护和保养所需的消耗品或零配件。

#### (B) Service hours 工作时间

"Service Hours" for regular service provided by engineers shall mean Monday to Friday from 09:00 until 17:30 local time, excluding public holidays.

"Hotline Hours" for 800/400 professional service shall mean Monday to Friday from 09:00 until 17:30 local time, excluding public holidays.

工程师正常服务时间是：周一至周五，上午 09：00 至下午 17：30，公众假期除外。  
800、400 专业服务热线人工接听时间是：周一至周五，上午 09：00 至下午 17：30，公众假期除外。

#### (C) Response Time 响应时间

Under normal circumstances, RDSL or its authorized distributors will respond and attend to the service request within 24 hours (during service hours) after receipt of the service request call. The service hours shall mean Monday to Friday from 09:00 until 17:30 local time, excluding public holidays.

一般情况下，罗氏诊断产品（上海）有限公司或其授权经销商将在接到保修电话后的 24 小时内（工作时间）响应并处理报修，这里指的工作时间，即周一至周五上午 09：00 至下午 17：30 处理报修。公众假期除外。

#### (D) After-sale service policy 售后服务政策

After the warranty period, customers can select different service contract according to their needs. After-sale services and spare parts supply will be available for 5 years after the instrument is stopped to manufacture.



在保修期外，用户可以根据自已的需求，选择不同的售后服务合同套餐。我们能保证提供的售后服务及零配件供应是在仪器停产后的五年内。

#### (E) Others 其它

Customer shall not permit any person other than RDSL or RDSL'S authorized distributors to do repairs and/or provide after-sale service for the instrument during the warranty period.

保修期内用户不得将仪器维修和/或服务转交除罗氏诊断产品（上海）有限公司或其授权经销商以外的任何人。

The warranty period will be void if the damage of the instrument is caused by removal, modification or repair by any person or persons who is/are not authorized and official trained by RDSL.

任何未经罗氏诊断产品（上海）有限公司授权并正式培训的人员对仪器进行移动，修改或维修而造成仪器损坏均不在保修范围内。

If the instrument is not released to application of reagent, lotion and calibration solutions produced by any company other than Roche or its affiliate, the warranty period will be void if non-Roche reagents or any non-Roche standard components or parts including but not limited to consumables, electrodes, spare parts, etc are using on the instruments. RDSL will not take any maintenance responsibility for such situation.

在设备未对其他厂商的试剂、洗液、定标液及/或其他耗材开放适用前，用户如果使用非罗氏原厂生产的试剂，或在仪器上使用包括但不限于耗材、电极、备件等非罗氏原厂生产的标准部件或零件，保修期将自动失效，罗氏诊断产品（上海）有限公司将不承担保修责任。

All mandatory software upgrades relating to the equipments covered by this Guarantee shall be provided to the Customers free of charge and be installed at a mutually agreed time.

所有本承诺书指定的仪器之必配软件升级应由罗氏诊断产品（上海）有限公司免费向用户提供，并在双方约定的时间进行安装。

RDSL or its authorized distributors shall not be held responsible for any delay or failure to attend to the service request call if the problem is caused by accident or natural disaster such as voltage fluctuation, typhoon, rainstorms, fire, flood, strike, work stoppage, or any kind of force majeure.

罗氏诊断产品（上海）有限公司或其授权经销商将不承担由意外事故、自然灾害如电压的波动、台风、暴风雨、火灾、洪水、罢工、停工或任何不可抗力所致的报修服务延迟或搁置之责任。

(F) Contact information 联系方式

If you have any further inquiries, please don't hesitate to contact us. Roche Professional Service China Email at [services-hotline.china@roche.com](mailto:services-hotline.china@roche.com) and hotline: 800 820 8864 or 400 820 8864

如果您有任何疑问，请不要犹豫联系我们。罗氏专业服务邮箱：[services-hotline.china@roche.com](mailto:services-hotline.china@roche.com) 或 热线电话：800 820 8864 / 400 820 8864

(G) Languages 语言文本

This After-sale service guarantee is written in both Chinese and English. In case of any conflict between Chinese and English versions, the Chinese version shall prevail.

本售后服务承诺以中英文书写。如中英文有任何冲突，应以中文为准

罗氏诊断产品（上海）有限公司（盖章）

