



BD MAX™ System

Service Offerings

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 MAX™ 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 service plans get priority service compared to time and materials.

- Preventive maintenance
- Remote service capability
- Responsive onsite repair



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 and email support
- Text/Chat/App support
- Local field service expertise



Predictable Expense

Protect your budget from unexpected costs. Our service plans are one flat fee that covers your corrective and maintenance-related service needs when and how your laboratory needs it.

- No hidden charges
- Extends your comprehensive service warranty
- Multi-year pricing available

BD MAX™ System Service Offerings

	No Contract	Essential Care	Complete Care
Remote Diagnostic and Phone Support			
Technical Phone Support	Limited troubleshooting	Monday - Friday 8am to 8pm EST	24 hrs, 7 days/week
Priority Phone Support Access	Not included	Not included	Included
Clinical Phone Support Access	Available for purchase	Monday - Friday 8am to 8pm EST	Monday - Friday 8am to 8pm EST
Remote Diagnostics - BD RSS	Not included	Included	Included
On Site Technical Support*			
Annual Preventive Maintenance (PM) Visit	Available for purchase	PM parts, labor, and travel included	PM parts, labor, and travel included
Contracted Time of PM	Available for purchase	Monday-Friday 8am-5pm	Monday-Friday 8am-5pm
Contracted Time of Repair	Available for purchase	Monday-Friday 8am-5pm	Monday-Sunday 8am-5pm
Emergency Repair Response Time**	5+ days	2 business days, 5 days/week	Next day, 7 days/week
Instrument Software Version Updates (at time of PM)	Available for purchase	Included	Included
Value-Added Professional Technical Services			
Software and Hardware Upgrades	List Price	List Price	25% off list price
Additional Training and Application Support	List Price	List Price	25% off list price
LIS interface Change Support	List Price	List Price	25% off list price
Instrument Move on Travel & Labor	List Price	List Price	25% off list price
Decontamination	List Price	List Price	25% off list price

*Local time, except BD holidays

**Weekend & expedited service available for purchase

BD Integrated Diagnostics Solutions, 7 Loveton Circle, Sparks, MD 21152 USA 1.800.638.8663

bd.com

BD, the BD Logo and BD MAX are trademarks of Becton Dickinson and Company or its affiliates.

© 2022 BD. All rights reserved.

