

# Fresenius Kabi Field Service & Support for Lovo<sup>®</sup> and Cue<sup>®</sup>

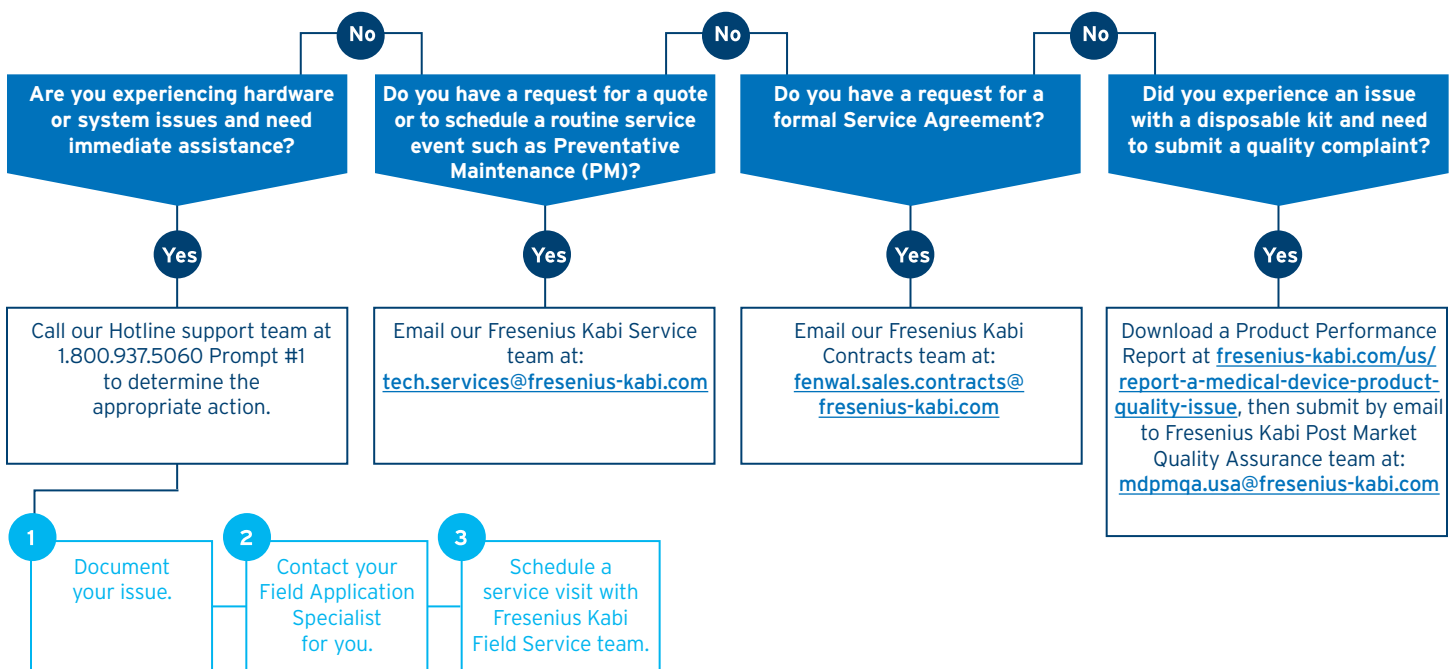
For instruments installed in the U.S.

At Fresenius Kabi, we know that the rapid response and deployment of our Field Service and Support team are crucial to your cell manufacturing process. We have a focused team of experienced professionals that are aligned with ensuring you have the support you need, when you need it.

- Hotline support available Monday through Friday
- Successful technical repair completed in 95% of first-time visits
- 99% Overall Customer Satisfaction
- Automated preventative maintenance (PM) programs to ensure compliance

## Experience you can rely on

Our Field Service and Support team's renowned dedication to customer service has been recognized at the highest level. Highly trained and deeply experienced, Fresenius Kabi offers one of the first field service engineer teams in the blood technology industry to be certified to the SCP Service Capability & Performance standard.





Day	Time (CST)	Your call will be forwarded to the Field Application Specialist (FAS) team as follows:
<b>Monday through Friday</b>	9AM - 5PM	FAS team will call back within the same business day of notification from the Hotline.
	5PM - 7PM	Off-hours, but FAS will attempt to respond within the same business day. If no response, expect call from FAS by the next business day.
	7PM - 9AM	Off-hours, FAS will respond on the next business day.
<b>Weekends and Holidays</b>		Off-hours, FAS will respond on the next business day.

**Prior to calling our Hotline, please have the following information available:**

- Customer Site
- Customer City and State
- Contact Name
- Email, Phone #
- Device Type (Lovo or Cue)
- Serial Number
- Are you in the middle of procedure?
- Do you need a call back immediately or call back tomorrow acceptable?
- Issue Description, including Alert #s

The Lovo and Cue Cell Processing Systems are for laboratory use only and may not be used for direct transfusion. Appropriate regulatory clearance is required by the user for clinical use.

Refer to the Lovo Cell Processing System Operator's Manual and Cue Cell Processing System User's Guide for a complete list of warnings and precautions associated with the use of these products.

For additional information, please visit [www.chooselovo.com](http://www.chooselovo.com) or [www.choosecue.com](http://www.choosecue.com)