

Ortho Clinical Diagnostics

June 14th 2018

To whom it may concern,

Thank you for contacting Ortho Clinical Diagnostics (Ortho) regarding the training requirement for Field Engineers on servicing the Ortho Workstation System.

The following is stated in the Workstation Reference Guide, Page 21:

Warranty Repair Coverage

If this equipment does not function properly during the warranty period, please contact the technical assistance Ortho Care™ Technical Solutions Center number provided by Ortho-Clinical Diagnostics, Inc. or your distributor to arrange for service. The equipment will be replaced.

Therefore, it is not necessary for Field Engineers to complete training on servicing the Ortho Workstation as the equipment will be replaced.

Sincerely,

Tom Manshoven
Equipment Support Manager
EMEA distributor Markets