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# Sakura Finetek Service Solutions

Service agreements and Tissue-Tek® iSupport™

*Protect your investment*



continuous innovation for pathology







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# Sakura Finetek Service Solutions

As a valued Sakura Finetek Tissue-Tek® customer, you have come to know our exceptional portfolio of Histopathology instrumentation and accessories, and thus have experienced working directly with some of the most advanced and reliable instrumentation and products on the market today.

However, to maintain this exceptional performance it is essential that you protect your laboratory investment with quality service and support. With this in mind, Sakura Finetek has developed several service options to meet your laboratory instrumentation needs. Each option, thoughtfully designed to provide you a trouble-free experience when needing routine technical support, an annual Preventative Maintenance Inspection, or the occasional emergency service visit.

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## Sakura Finetek Service agreements

We pride ourselves on high-quality service and support that will enhance your everyday laboratory experience. This is level of support that surpasses our competitors and provides the value-add you have come to expect as a Sakura Finetek customer. When you need service, a full-service support network of professional and experienced application specialists and repair technicians are available to you. Not only will our team of professionals bring a wealth of knowledge to any given support need, but you will also have the added assurance that only genuine Sakura Finetek service parts are used while addressing a service issue or performing an annual Preventative Maintenance Inspection.

### **Sakura Premier** Service level includes:

- Unlimited On-Site Emergency Service Calls (labor and travel included)
- “Live” Technical Support help line (Available 6:00 am – 5:00 pm PST Monday through Friday)
- All necessary Service Parts (excludes all consumable and expendables)
- Four (4) Preventive Maintenance (PM) inspections per year (AutoTEC a120 and x-Series Only) Plus kits
- Two (2) Preventive Maintenance (PM) inspections per year (VIP 6 & 6 AI ) Plus kits
- One (1) operator training class at our Torrance facility (airfare & hotel included)
- Tissue-Tek iSupport Real-time monitoring (on Tissue-Tek iSupport enabled instruments)

### **Sakura Standard** Service Option:

- Unlimited On-site Emergency Service Calls (labor and travel included)
- One (1) Preventative Maintenance Inspection plus kit
- “Live” Technical Support help line (Available 6:00 am – 5:00 pm PST Monday through Friday)
- All necessary Service Parts (excludes all consumable and expendables)
- Tissue-Tek iSupport Real-time monitoring (on Tissue-Tek iSupport enabled instruments)

### **Preventative Maintenance Inspection Program:**

- Emergency service calls cannot be combined with a PM visit. If an instrument requires service, the repair(s) must be completed prior to the scheduled PM visit.
- For non-warranty or non-service contract customers: If during a PM it is apparent that the instrument will require additional repairs outside the scope of the PM the customer will be responsible to provide a PO for all additional charges (labor and parts)

## **Additional services offered upon request:**

- **Out of Warranty Service**  
If a Service Agreement is not what you are looking for, Sakura Finetek also offers time and material services on most of our Tissue-Tek® and Histo-Tek® instruments. Our technical support team will diagnose, troubleshoot and provide you with a quote for the necessary repair.
- **Sakura Finetek Certified Refurbishment Program**
- **Multi-year and Multi-instrument Service Contracts**

### **Sakura Finetek Service Solutions:**

- Professional and Highly Trained Staff
- Maximized Instrument Performance
- Cost Control and Predictability
- Real-time Connectivity
- Lower Total Cost of Ownership

# Sakura Finetek Service Products

| Instrument   | Sakura Standard | Sakura Premier | iSupport Enabled | Preventative Maintenance |
|--|-----------------|----------------|------------------|--------------------------|
| Tissue-Tek AutoSection®                                      | ✓               |                |                  | ✓                        |
| Accu-Cut® SRM™ 300 LT Manual Microtome                       | ✓               |                |                  | ✓                        |
| Tissue-Tek® Cryo <sub>3</sub> ® Plus Microtome/Cryostat      | ✓               |                |                  | ✓                        |
| Tissue-Tek® Cryo <sub>3</sub> ® Flex Cryostat                | ✓               |                | ✓                | ✓                        |
| Tissue-Tek® Cryo <sub>3</sub> ® Flex (MOHS) Cryostat         | ✓               |                | ✓                | ✓                        |
| Tissue-Tek VIP® 5 Tissue Processor                           | ✓               |                |                  | ✓                        |
| Tissue-Tek VIP® 6 and Tissue-Tek VIP® 6 AI Tissue Processors | ✓               | ✓              | ✓                | ✓                        |
| Tissue-Tek Xpress® x50 and x120 Rapid Tissue Processors      | ✓               | ✓              | ✓                | ✓                        |
| Tissue-Tek AutoTEC® Automated Embedder                       | ✓               | ✓              | ✓                | ✓                        |
| Tissue-Tek AutoTEC® a120 Automated Embedder                  | ✓               | ✓              | ✓                | ✓                        |
| Histo-Tek® SL Automated Slide Stainer                        | ✓               |                |                  | ✓                        |
| Tissue-Tek Prisma® Automated Slide Stainer                   | ✓               |                |                  | ✓                        |
| Tissue-Tek Prisma® Plus Automated Slide Stainer              | ✓               |                | ✓                | ✓                        |
| Tissue-Tek Film® Coverslipper                                | ✓               |                |                  | ✓                        |
| Tissue-Tek® Glas™ g2 Coverslipper                            | ✓               |                |                  | ✓                        |
| Tissue-Tek® AutoWrite® Printers                              | ✓               |                |                  | ✓                        |
| Tissue-Tek® SmartWrite® Cassette and Slide Printers          | ✓               |                |                  | ✓                        |
| VisionTek® And VisionTek® M6 Digital Microscopes             | ✓               |                |                  | ✓                        |
| Tissue-Tek Genie® Advanced Staining System                   | ✓               |                |                  | ✓                        |

# Tissue-Tek® iSupport™

## Real-time monitoring provides confidence and security

The Sakura Finetek Tissue-Tek iSupport system utilizes a suite of products that enables our highly trained service and support staff to exclusively and securely access your Tissue-Tek iSupport enabled products remotely. This exclusive feature is only available to Sakura Finetek warranty and service contract customers.

This connection allows us to monitor your devices and provide you with fast and efficient service, without the need to schedule an on-site visit, thus maximizing your uptime and operational continuity.

The Tissue-Tek iSupport system utilizes the same technology that is used today in highly secure environments such as government, banking, healthcare, data centers, and several other manufacturing environments. This technology, built by remote services leader PTC Corporation and used in the thingworx® platform, has been audited by third parties and strives to maintain a rigorous security program. PTC Corporation has worked with third party auditors to test and benchmark the security program and as a result, are ISO 27001: 2013 certified and maintain SSAE16 SOC 2 Type II Security & Availability Trust Principles.

- Provides peace of mind, receive notification of alerts via email or text message
- Monitors your Tissue-Tek® iSupport™ enabled product anywhere in the world in real-time and allows detailed views of sensor information to help troubleshooting
- Virtual technicians can test functions in real time without delay with remote access to instruments reducing service costs and maximizing uptime
- Optimizes function with pre-emptive preventative maintenance by sending alerts based on thresholds or irregular operating conditions
- Provides ability for virtual hands-on training; monitors software for updates



### Supported products include:

Tissue-Tek AutoTEC®  
Tissue-Tek AutoTEC® a120  
Tissue-Tek® Cryo3® Flex  
Tissue-Tek® Cryo3® Flex, Mohs  
Tissue-Tek VIP® 6  
Tissue-Tek VIP® 6 AI  
Tissue-Tek Prisma® Plus  
Tissue-Tek Xpress® x50  
Tissue-Tek Xpress® x120  
Tissue-Tek Genie® Advanced Staining System

### Uses recognized leaders:





 **Tissue-Tek VIP® 6 AI**  
SAKURA

Tissue-Tek VIP® Monday, 21st August, 2017 14:29 Leonards lab ADMIN 1

System Idle and User Logged On : 150 Cassettes

Ambient

|            |             |             |             |             |           |               |           |
|------------|-------------|-------------|-------------|-------------|-----------|---------------|-----------|
| 19 Ethanol | 11 Paraffin | 12 Paraffin | 13 Paraffin | 14 Paraffin | 20 Xylene |               |           |
|            | 1 ALC/FORM  | 2 Ethanol   | 3 Ethanol   | 4 Ethanol   | 5 Ethanol | 15 Wash/Drain | 16 XYL CL |
|            | 6 E/X(1:1)  | 7 E/X(1:2)  | 8 Xylene    | 9 Xylene    | 10 Xylene | 17 Condense   | ETH CL    |

Solution Configuration: VIP6AI xylene

Tissue Processing ?

MAIN POWER 



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## A long tradition of excellence

**Known for best-in-class automation and reliability Sakura Finetek remains a privately-held company in business for over 145 years. Sakura Finetek has achieved its success and solidified its reputation by providing timely, ingenious solutions to the real challenges laboratories face on a day-to-day basis.**

Our rich history has given us a thorough understanding of technology, quality, reliability, value for money and our customers' requirements. We use this knowledge to passionately develop products that anticipate developments in both technology and market needs.

Sakura Finetek USA, Inc. (SFA) is based in Torrance, California. Functions covered at this facility include sales and marketing, service and technical support, R&D, and manufacturing. SFA is an ISO 13485 certified manufacturer and supplier. As one of the two global manufacturing and R&D sites, SFA develops instruments and reagents into system solutions and secures our innovation with a steady stream of patents.

In addition to supporting the U.S. marketplace, SFA is also responsible for Canada, Mexico, Central and South America and serves these markets with

a network of local distributors.

With the worldwide headquarters in Japan and regional offices in Japan, The Netherlands and the U.S.A., the global strategy of worldwide representation has been fulfilled to guarantee our customers the best service and support.

Our organization is developing, professionalizing and growing continuously, and thus maintaining its position as a trustworthy and valuable partner in histopathology.

Please visit our website [www.sakuraus.com](http://www.sakuraus.com)

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