



Customer
Care

Technical Solutions Center

Services and Support

Answers for life.

SIEMENS

Technical Solutions Center

Clinical Chemistry/Immunoassay Systems

Dimension® Product Group	800-441-9250	
Dimension Vista® Product Group	800-441-9250	
ADVIA Centaur® and ADVIA Centaur® XP	877-229-3711	<i>prompt 11,1</i>
ADVIA Centaur® CP	877-229-3711	<i>prompt 11,2</i>
IMMULITE® Product Group	877-229-3711	<i>prompt 11,3</i>
Oncogene	877-229-3711	<i>prompt 11,5</i>
RIA	877-229-3711	<i>prompt 11,6</i>
ADVIA® 1650/1800/2400	877-229-3711	<i>prompt 18,1</i>
ADVIA® 1200	877-229-3711	<i>prompt 18,2</i>

Specialty Immunoassay Systems

Stratus® CS	800-405-6473	
BN ProSpec® System	800-664-3822	
BN™ II	800-664-3822	
V-Twin®	800-227-8994	
Viva-E®	800-227-8994	
Viva-Jr®	800-227-8994	
Syva® Reagents	800-227-8994	

Automation

ADVIA® LabCell® and ADVIA® WorkCell® CDX	877-229-3711	<i>prompt 16,1</i>
StreamLAB®	800-441-9250	
Dimension® Lynx	800-441-9250	
VersaCell™	877-229-3711	<i>prompt 16,3</i>

Informatics

ADVIA Centralink®	877-229-3711	<i>prompt 16,2</i>
EasyLink™	800-441-9250	
syngo®	877-337-9646	

Hematology

ADVIA® 120/2120	877-229-3711	<i>prompt 15,1</i>
ADVIA® Autoslide	877-229-3711	<i>prompt 15,2</i>
Other Hematology (ADVIA® 60, S60, Hematek)	877-229-3711	<i>prompt 15,4</i>

Hemostasis

BCS® and BCS® XP	800-242-3233	<i>prompt 1</i>
Symex® Product Group	800-242-3233	<i>prompt 1</i>
BFT™ II	800-242-3233	<i>prompt 1</i>
Hemostasis Reagents	800-242-3233	<i>prompt 1</i>
PFA-100® System	800-242-3233	<i>prompt 1</i>
LabLink® Technical Support	800-242-3233	<i>prompt 4,1</i>

Microbiology

MicroScan® WalkAway® Product Group	800-677-7226	<i>prompt 1</i>
MicroScan® autoSCAN®-4	800-677-7226	<i>prompt 1</i>
MicroScan® LabPro	800-677-7226	<i>prompt 1</i>

Molecular

VERSANT™ (440, System 340 bDNA)	877-229-3711	<i>prompt 17,1</i>
TMA and HC LUMO Systems	877-229-3711	<i>prompt 17,2</i>
AutoBlot, LiPA and AutoLiPA	877-229-3711	<i>prompt 17,3</i>
TRUGENE® and OpenGene® Systems	877-229-3711	<i>prompt 17,4</i>
TRUGENE Medical Information	877-229-3711	<i>prompt 17,5</i>

Diabetes and Urinalysis

Multistix® Product Group	877-229-3711	<i>prompt 13,1</i>
CLINITEK® Systems	877-229-3711	<i>prompt 13,2</i>
CLINITEK® Atlas®	877-229-3711	<i>prompt 13,3</i>
UF 100i™ and UF1000i™	877-229-3711	<i>prompt 13,4</i>
ADVIA® Urinalysis WorkCell (AUW)	877-229-3711	<i>prompt 13,5</i>
DCA 2000™ and DCA VANTAGE®	877-229-3711	<i>prompt 14,1</i>

Blood Gas

RAPIDLab® 800 Series	877-229-3711	<i>prompt 12,1</i>
RAPIDPoint® 400 Series	877-229-3711	<i>prompt 12,2</i>
RAPIDLab® 1200 Series	877-229-3711	<i>prompt 12,3</i>
RAPIDComm®	877-229-3711	<i>prompt 12,4</i>
RAPIDLink®	877-229-3711	<i>prompt 12,5</i>
RealTime Quality Control (RTQC) Program	877-229-3711	<i>prompt 12,6</i>
Other Blood Gas Systems	877-229-3711	<i>prompt 12,7</i>



Mission

To enhance our customers' ability to improve healthcare by providing technical solutions.

Vision

To be the premier provider of technical solutions in the markets we serve.

Siemens Healthcare Diagnostics, the leading clinical diagnostics company, is committed to providing clinicians with the vital information they need for the accurate diagnosis, treatment and monitoring of patients. Our comprehensive portfolio of performance-driven systems, unmatched menu offering and IT solutions, in conjunction with highly responsive service, is designed to streamline workflow, enhance operational efficiency and support improved patient care.

ADVIA, ADVIA Centaur, ADVIA Centralink, ADVIA LabCell, ADVIA WorkCell, Atlas, autoSCAN, BCS, BFT, BN, BN ProSpec, CLINITEK, DCA 2000, DCA Vantage, Dimension, EasyLink, IMMULITE, MicroScan, Multistix, OPENGENE, PFA-100, RAPIDComm, RAPIDLab, RAPIDLink, RAPIDPoint, Stratus, StreamLAB, TRUGENE, UF 100i, UF1000i, VersaCell, VERSANT, Vista, Viva-E, Viva-Jr, V-Twin, WalkAway, and all associated marks are trademarks of Siemens Healthcare Diagnostics Inc. *syngo* is a trademark of Siemens AG. All other trademarks and brands are the property of their respective owners.

Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

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