

*The Science of Sure[®] Meets
the Confidence of Care*



Best-in-Class



Worry-Free



Flexible



Trusted

SURECARE[®]

Service Coverage

Our SureCare service plans meet your business and clinical priorities, helping you deliver the best possible patient experience—with peace of mind.

240+ Personnel Dedicated to Providing Seamless Support Throughout the Product Lifecycle



Product Installation and Implementation

- Pre-implementation consultation
- Product installations
- Dedicated app support for transition
- Implementation and operator training



Maintenance and Operational Support

- Post-implementation and ongoing support
- 24/7 Customer hotline support*
- Onsite field support
- FSE dispatch
- Remote monitoring and diagnostics
- Parts order entry



Optimization of Product Performance

- Metrics generation
- New product launch
- Escalation management
- Technical product management
- Customer/service training

Who to Contact at Hologic



Molecular Tech Support

1.888.484.4747

MolecularSupport@hologic.com



ThinPrep® Tech Support

1.800.442.9892

ThinPrepTechSupport@hologic.com



Service Contracts

1.858.410.8390

ServiceContracts-Diagnostic@hologic.com



SureCare® Service Offerings

Molecular Services

Our Molecular services are bundled into 4 packages with increasing levels of insight and support for improving performance.

	On-Demand	Standard	Standard Plus	Premium
Factory Authorized Updates / Modifications	✓	✓	✓	✓
Preventive Maintenance	–	✓	✓	✓
Customer Care Call	–	✓	✓	✓
Onsite Application Service	–	✓	✓	✓
Onsite Service (with Remote Support)	–	✓	✓	✓
Remote Support & LIS Updates	–	✓	✓	✓
24/7 Technical Phone Support	–	–	✓	✓
24/7 Remote Support	–	–	✓	✓
After Hours Onsite Field Engineer Support [†]	–	–	–	✓
Additional Operator Training [‡]	–	–	–	✓
Assay Verification Support	–	–	–	✓
Business Review	–	–	–	✓
Workflow Assessment	–	–	–	✓

ThinPrep® Services

Our ThinPrep services are bundled into 3 packages with increasing levels of support.

	On-Demand	PM Only	Standard
Technical Phone Support (M-F, 7AM-7PM ET)	✓	✓	✓
Preventive Maintenance	–	✓	✓
Onsite Service	–	–	✓
Factory Authorized Updates / Modifications	–	–	✓
Customer Care Call	–	–	✓ [§]



**2023 Overall System Performance Winner
Hologic, Inc.**

You invested in our technology, we've invested in your success.

Our award-winning SureCare® service plans are tailored to meet your specific system and budgetary needs.



SURECARE®

* 24/7 tech support available with Standard Plus and Premium service plans.

† After hours onsite field engineer support: 18 hour response time.

‡ Two per year.

§ Upon request.