Welcome to the HORIBA Medical Pre-Installation Guide! This is your resource for all information related to the installation of your Hematology and Chemistry system. The goal of this guide is to help you understand the installation process and know who to contact for your support needs.

We would like to thank you for your continued support and confidence in HORIBA Medical products. As a valued customer, we are committed to providing you with the best possible solutions to meet your laboratory needs in 2012 and beyond.
HORIBA Medical Pre-Installation Guide

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Technical Service Department
5:00 AM - 5:00 PM (Pacific) / 8:00 AM - 8:00 PM (Eastern)
Voice: (888) 903-5001 or (949) 453-0500, option #3
Fax: (949) 453-0600
  • Hematology – option #1
  • Chemistry – option #2

Customer Service Department
6:30 AM - 5:00 PM (Pacific) / 9:00 AM - 8:00 PM (Eastern)
Voice: (888) 903-5001 or (949) 453-0500
Fax: (800) 537-4666
  • Instruments – ext. 4243
  • All other calls – option #4

Shipping/Receiving Department
8:00 AM – 5:00 PM (Pacific) / Closed 12:00 PM – 1:00 PM (Pacific)
Voice: (888) 903-5001 - Ext. 4253
Fax: (949) 727-3757

Main Operator
8:00 AM – 5:00 PM (Pacific) / 11:00 AM – 8:00 PM (Eastern)
Voice: (888) 903-5001 or (949) 453-0500

<table>
<thead>
<tr>
<th>HORIBA Medical Team</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>NAME</strong></td>
<td><strong>PHONE#</strong></td>
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<tr>
<td>DISTRIBUTOR</td>
<td></td>
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<tr>
<td>SALES REPRESENTATIVE</td>
<td></td>
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<tr>
<td>FIELD SERVICE REPRESENTATIVE</td>
<td></td>
</tr>
<tr>
<td>SYSTEMS INTEGRATION SPECIALIST</td>
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</tr>
</tbody>
</table>
HORIBA Medical Sales and Support
Roles and Responsibilities

TSM (TERRITORY SALES MANAGER) or Authorized HORIBA Medical Distributor

- Day-to-day Account Manager
- Provides product and price information
- Handles shipping and billing questions
- Works with setting up a standing order(s) via Distributor and Customer Service

SIS (SYSTEMS INTEGRATION SPECIALIST)

- Provides on-site technical support and training
  (Pentra 60 C+, Pentra XL80, Pentra DX120, Pentra 400, Pentra C200)
- Ensures customer satisfaction through product performance
- Assists in training on-site operators
- Verifies system performance
- Consults on specific account operational procedures
- Assists when problem resolution requires operational technical support

FSR (FIELD SERVICE REPRESENTATIVE)

- 1-888-903-5001
- Installs HORIBA Medical Instruments
- Trains operators on Micros 60 series, Micros CRP200, may also train on Pentra 60 OT, Pentra 60 C+, Pentra XL80, and Pentra C200 analyzers, as required
- Ensures system is performing within manufacturer’s specifications
- Provides instrument hardware problem resolutions
- Performs upgrade and preventative maintenance procedures, as required
TRAINING DEPARTMENT

• Schedules training at the Irvine facility (not required for all instruments)
• Coordinates transportation and reservations for training sessions
• Conducts training sessions in Irvine, California
• Prepares the Key Operator for training personnel upon return to the laboratory

TECHNICAL SUPPORT REPRESENTATIVE

• 1-888-903-5001, option “3” at the menu for the service and technical queue
• Provides telephone support for any technical, operational or instrument question(s)
• Dispatches FSR (Field Service Representative)
• Alerts local SIS (Systems Integration Specialist) for on-site visits, if required
• Reports customer concerns to the appropriate HORIBA Medical personnel

CUSTOMER SERVICE

• Your primary contact for all reagents, consumables and ancillary supplies is your authorized HORIBA Medical Distributor.
• 1-888-903-5001, option “4” for customer order assistance
• Handles all purchase orders received from authorized HORIBA Medical Distributors
  • Ext. 4243 for all instrument orders
  • Ext. 4401 for all other orders
• Implements standing orders (contact your distributor for setup)
• Tracks the status of instrument shipments
• Answers billing questions
• Communicates with your HORIBA Medical Sales and Technical Support Specialist
This section will take you through the process of “What to Expect”.

The HORIBA Medical Team handles most of your needs. In order to better prepare the laboratory for a smooth transaction during delivery and installation, we have provided the following schedule on “What to Expect”.

1. You will receive a call from a HORIBA Medical Territory Sales Manager to go over the site survey.

2. A Pre-Installation Guide will be sent directly to you by HORIBA Medical.

3. You will receive a call from a HORIBA Medical Team member to review and confirm the following:
   a. Pre-Installation Guide procedures
   b. Site Survey Information (refer to Site Survey Requirements)

4. Paperwork and purchase order is received at HORIBA Medical, Irvine, California from your Distributor and your HORIBA Medical Territory Sales Manager. If there have been any changes since the original quote was provided, please notify your HORIBA Medical Territory Sales Manager.

5. Instrument, reagents and accessories will be prepared for shipping. You will be notified if there are any delays.

6. The Installation binder is shipped with the instrument and will include:
   a. Install checklist for FSR (Field Service Representative)
   b. Training Checklist for on-site training
   c. Quality Control Program enrollment form
   d. Customer Installation Procedure
   e. Warranty Information

7. An FSR or SIS will contact you to arrange the installation and confirm arrival of:
   a. Instrument and Accessories
   b. Reagents
   c. Calibrator and Controls (shipped separately; must be refrigerated)

8. Instrument is installed and performance is verified by an FSR or SIS depending on the specific instrument.

9. Installation and training (unless otherwise noted) will be completed at your facility.
Delivery, Receipt, & Unpacking

When your HORIBA Medical hematology system is shipped, the local transport company will contact you and establish a delivery schedule. On the delivery date, the local shipping agent will arrive with instrument(s), accessories packages and reagents. Controls and Calibrator will be shipped separately and MUST BE REFRIGERATED upon arrival. HORIBA Medical will not be responsible if product is not handled properly. Delivery date will be communicated with the customer in advance.

HORIBA Medical strives to use reliable and reputable carriers; however, shipping damages can occur on occasion. Resolving the issue of transit damages or loss depends upon the cooperation of all parties. HORIBA Medical makes every effort to ensure that your shipment arrives on time and in good condition and when a claim arises, we work with our customers to satisfy all parties. Freight damage claims must be made against the common carrier; therefore, the following guidelines will aid not only in the claim process, but will also allow for speedier replacement or credit adjustments.

Our policy states that all orders are “FOB (Freight on Board) SHIPPING POINT”, meaning that our warehouse maintains responsibility for the product only until it is received by the carrier at the warehouse loading dock.

**BEFORE ACCEPTING AND/OR SIGNING FOR ANY SHIPMENT(S):**

1. PLEASE VERIFY CARTON COUNT AGAINST FREIGHT BILL OR DELIVERY RECORD. The consignee is required to verify and record carton count.
2. IT IS THE RESPONSIBILITY OF THE CONSIGNEE TO REFUSE ANY DAMAGED MERCHANDISE. YOU MUST NOTE ANY DAMAGES or SHORTAGES FOUND ON THE FREIGHT BILL. Please be very specific on the delivery receipt referencing any items that are short or damaged (Part # and Qty.).
3. IF SHORTAGE OR DAMAGES IS CONCEALED, THE CARTONS SHOULD BE SAVED FOR INSPECTION. IT IS THE RESPONSIBILITY OF THE CONSIGNEE TO REQUEST AN INSPECTION FROM THE CARRIER IMMEDIATELY.
4. ON RARE OCCASIONS WHERE THERE IS A FAILURE TO REFUSE DAMAGED MERCHANDISE; PICTURES OF THE DAMAGE MUST BE PROVIDED TO HORIBA Medical FOR REVIEW. PLEASE RETAIN THE MERCHANDISE AT THE ADDRESS TO WHICH SHIPMENT WAS MADE UNTIL THE CARRIER AUTHORIZES FURTHER ACTION.
5. HORIBA Medical WILL NOT HONOR ANY CLAIM FOR DAMAGED MERCHANDISE THAT IS KEPT IN THE POSSESSION OF THE CONSIGNEE OR DOES NOT FOLLOW THE POLICY AS DESCRIBED ABOVE. Damaged material must be refused.

We ensure carton counts are on delivery receipts and not just skid counts. All shipments that leave our warehouse are noted on the bill of lading as carton count, not skid count. All LTL shipments leaving our warehouse are machine shrink wrapped with clear wrap to the pallet. If shipments arrive with different wrapping or without shrink wrap, then extra care in verifying your order is required.

**HORIBA Medical MUST BE NOTIFIED OF ANY SHORTAGES OR DAMAGES WITHIN 48 HOURS OF RECEIPT OF SHIPMENT.**

To report an issue or for more information, please call our Customer Service Department at (888) 903-5001, option #4.
HORIBA Medical Training Program

On-Site Training

HORIBA Medical offers on-site training for the following instruments:

- Micros 60 series
- Micros CRP200
- Pentra 60 OT (open tube), Pentra 60 C+
- Pentra 80 series
- Pentra 400
- Pentra C200

**Micros 60 Series, Micros CRP200**

Training on any Micros 60 series analyzer will include one (1) day for installation and training from your FSR and Micros CRP200 training will include (2.5) days for installation, analyzer and data management training.

**EXPECTATIONS**

The FSR will arrange with you an appropriate time agreed upon for installation and training. A training certificate will be processed following the completion of instrument training.

To maximize your laboratory’s productivity, please ensure:

- Sufficient time is set aside during the day(s) for training - Micros 60 series requires a minimum of 4 hours
- Micros CRP200 requires a minimum of 12 hours
- Identifying up to three (3) primary operators for training
- Uninterrupted time is dedicated for your training

**PENTRA 60 Series**

Installation and training will include two (2) days at your facility by the SIS or by the FSR.

**PENTRA 80 Series**

Installation and training will include two and a half (2.5) days at your facility by the SIS or by the FSR.

**PENTRA C200**

Installation and training will include three and a half (3.5) days at your facility by the SIS or by the FSR.

**EXPECTATIONS**

The SIS or FSR will arrange for training at your facility after your instrument has been successfully installed.

To maximize your laboratory’s productivity, please ensure the following:

- Two to two and a half (2-2.5) consecutive days are set aside for training
- Identifying up to three (3) primary operators for training
- Uninterrupted time is dedicated for your training

**OVERVIEW**

The goal of on-site training is to provide you with the knowledge and confidence required to successfully:

- Understand the basic skills to operate your HORIBA Medical Hematology System
- Perform all necessary maintenance and basic troubleshooting procedures
- Have a general understanding of information generated from your new analyzer
HORIBA Medical offers training in Irvine, California for the following instruments:

- Pentra 400

The three and a half (3.5) day program will provide you with the knowledge and confidence required to successfully:

- Maximize your laboratory’s productivity by integrating the HORIBA Medical instrument into your laboratory’s specific workflow needs
- Work with the HORIBA Medical installation team to streamline your operation and training process
- Train your laboratory on the HORIBA Medical system operation, maintenance and troubleshooting procedures
- Be recognized as a leader for HORIBA Medical technical expertise

Your Role as the HORIBA Medical Key Operator

The HORIBA Medical Key Operator program supports and recognizes your laboratory’s participation in ongoing continuing education with your new instrument. As the trained operator, you will be given the skills and tools to serve as the HORIBA Medical team leader in your lab. This commitment will lead to meeting your laboratory’s need for enhanced efficiency and productivity.

HORIBA Medical Training Center Enrollment Guidelines:

- Customer will identify the Key Operator that will attend training in Irvine, California
- Training Center Administration will directly contact the Key Operator to arrange for the training dates, transportation and lodging requirements
- Pre-Training Guide will be sent directly to Key Operator 7-10 days prior to the scheduled training dates
Orders for your HORIBA Medical system reagents, parts and/or accessories can be placed through your authorized HORIBA Medical Distributor. For any questions you can contact HORIBA Medical Customer Service Representative at 888-903-5001, option “4”.

HORIBA Medical hours of operation are 6:00 am - 5:00 pm (Pacific) / 9:00 am - 8:00 pm (Eastern). Customer Service is closed on all company observed holidays. Orders will be shipped the first business day following the holiday. Please allow 48 hours for your order to be processed.

All Reagent Orders are automatically shipped ground (estimated arrival is 4-6 business days), unless otherwise specified. For emergency reagent shipments, next day FedEx delivery is also available. Calibrator, Controls and Chemistry Reagents are sent for next day delivery via FedEx to arrive by 9:00 am (Priority delivery) or by 12:00 pm (Standard delivery), depending the geographic area. For rural areas, delivery time may vary. Parts, accessories and consumables are typically shipped via ground service by FedEx or UPS, taking between 4-6 business days for delivery. If you would like a different shipping method, you may put in a request at the time of order; however, accommodation is on a case-by-case basis.

Standing Orders can be arranged for the automatic shipment of reagent, calibrator and control material. Please check with your authorized HORIBA Medical Distributor.

### HORIBA Medical Holiday Schedules

#### 2012 HORIBA Medical Holiday Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>January 2nd</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>Friday</td>
<td>April 6th</td>
<td>Spring Holiday</td>
</tr>
<tr>
<td>Monday</td>
<td>May 28th</td>
<td>Memorial Day Holiday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>July 4th</td>
<td>Independence Day Holiday</td>
</tr>
<tr>
<td>Monday</td>
<td>September 3rd</td>
<td>Labor Day Holiday</td>
</tr>
<tr>
<td>Thursday</td>
<td>November 22nd</td>
<td>Thanksgiving Holiday</td>
</tr>
<tr>
<td>Friday</td>
<td>November 23rd</td>
<td>Thanksgiving Holiday</td>
</tr>
<tr>
<td>Monday</td>
<td>December 24th</td>
<td>Christmas Eve</td>
</tr>
<tr>
<td>Tuesday</td>
<td>December 25th</td>
<td>Christmas Holiday</td>
</tr>
<tr>
<td>Monday</td>
<td>December 31st</td>
<td>New Year’s Eve</td>
</tr>
</tbody>
</table>

#### 2013 HORIBA Medical Holiday Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>January 1st</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>Friday</td>
<td>March 29th</td>
<td>Spring Holiday</td>
</tr>
<tr>
<td>Monday</td>
<td>May 27th</td>
<td>Memorial Day Holiday</td>
</tr>
<tr>
<td>Thursday</td>
<td>July 4th</td>
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</tr>
<tr>
<td>Friday</td>
<td>July 5th</td>
<td>Independence Day Holiday</td>
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<tr>
<td>Monday</td>
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<td>Labor Day Holiday</td>
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<td>Thursday</td>
<td>November 28th</td>
<td>Thanksgiving Holiday</td>
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<tr>
<td>Friday</td>
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</tr>
<tr>
<td>Tuesday</td>
<td>December 24th</td>
<td>Christmas Eve</td>
</tr>
<tr>
<td>Wednesday</td>
<td>December 25th</td>
<td>Christmas Holiday</td>
</tr>
</tbody>
</table>
Pre-Install Site Requirements and Checklist

This section will assist in preparing your facility for your new analyzer. Take time to carefully review the following site requirements necessary to ensure a smooth installation.

LOCATION

The HORIBA Medical Instrument should be placed on a clean and leveled table or workstation. Refer to actual weight requirements on the site survey form. Avoid exposure to sunlight. Proper ventilation requires that a minimum space of 8 inches clearing be available at the rear of the instrument.

MINIMUM SPACE and WEIGHT REQUIREMENTS

<table>
<thead>
<tr>
<th>Instrument</th>
<th>Instrument Dimensions</th>
<th>Recommended Bench top Dimensions</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABX Pentra 400 Chemistry system</td>
<td>40” W x 25” H x 28” D</td>
<td>60” W x 48” H x 36” D</td>
<td>264 lbs</td>
</tr>
<tr>
<td>ABX Pentra 400 external cooling unit</td>
<td>12” W x 16” H x 17” D</td>
<td>12” W x 16” H x 17” D</td>
<td>77 lbs</td>
</tr>
<tr>
<td>Pentra C200 Chemistry System</td>
<td>30” W x 23” H x 29” D</td>
<td>54” W x 43” H x 34” D</td>
<td>209 lbs</td>
</tr>
<tr>
<td>ABX Pentra DX120</td>
<td>46” W x 30” H x 22.5” D</td>
<td>108” W x 48” H x 36” D</td>
<td>242 lbs</td>
</tr>
<tr>
<td>ABX SPS (Slide Preparation Staining System)</td>
<td>36” W x 28” H x 20” D</td>
<td>36” W x 28” H x 20” D</td>
<td>132 lbs</td>
</tr>
<tr>
<td>ABX Pentra DF120</td>
<td>46” W x 30” H x 22.5” D</td>
<td>108” W x 48” H x 36” D</td>
<td>242 lbs</td>
</tr>
<tr>
<td>ABX Pentra XL80</td>
<td>32” W x 21” H x 22” D</td>
<td>60” W x 36” H x 36” D</td>
<td>124 lbs</td>
</tr>
<tr>
<td>ABX Pentra 60 C+</td>
<td>35” W x 20.5” H x 18” D</td>
<td>60” W x 36” H x 36” D</td>
<td>88 lbs</td>
</tr>
<tr>
<td>ABX Pentra 60 OT</td>
<td>17” W x 20.5” H x 18” D</td>
<td>48” W x 36” H x 36” D</td>
<td>88 lbs</td>
</tr>
<tr>
<td>ABX Micros 60 series</td>
<td>14” W x 17.5” H x 12.5” D</td>
<td>48” W x 36” H x 36” D</td>
<td>66 lbs</td>
</tr>
<tr>
<td>ABX Micros CRP 200</td>
<td>14” W x 17.5” H x 12.5” D</td>
<td>48” W x 36” H x 24” D</td>
<td>66 lbs</td>
</tr>
</tbody>
</table>

Height dimensions are taken into account for accessibility when instrument cover is lifted into its upright open position.

* REMOTE DIAGNOSTICS SUPPORT will require a dedicated analog phone line or internet access.

NOTE: The Recommended Bench Top Dimensions take into consideration the necessary space required to accommodate peripheral equipment such as Printers, Laser Power Supplies and Reagents. Please keep in mind that additional space is also required for accessing panels and servicing the instruments. It is recommended that sufficient bench space be provided which will allow the larger instruments (Pentra 400, Pentra 120 series and 80 series) and the smaller instruments (Pentra 60 series and Micros 60 series) rotate 90° without extending beyond the bench.

If your laboratory does not meet the specifications listed,
Pre-Install Site Requirements and Checklist

ENVIRONMENTAL REQUIREMENTS
The HORIBA Medical Instrumentation should be operated in an indoor location only. Operation at an altitude over 9800 feet (3000 meters) is NOT recommended. The instrument is designed to be safe for transient voltages. Please ask your HORIBA Medical Field Service Representative for any information about the operating location when it does not comply with the recommended specifications.

TEMPERATURE and HUMIDITY
The HORIBA Medical Instrumentation must function between 61 to 90°F (15 to 32°C). Maximum relative humidity, 80% for temperatures up to 88°F (31°C) decreasing linearly to 50% relative humidity at 104°F (40°C). If it is kept at a temperature of less than 50°F (10°C), the instrument should be allowed to sit for an hour at the correct room temperature before use.

DRAINAGE REQUIREMENTS
If you plan to dispose of the liquid waste into a standard drainage system, place the instrument in a location that will minimize the distance from the actual drain. Refer to the following table for specific instrument specifications for maximum distance to the drain.

<table>
<thead>
<tr>
<th>Instrument</th>
<th>Maximum Distance to Drain</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABX Micros 60 Series</td>
<td>40 inches</td>
</tr>
<tr>
<td>ABX Micros CRP200</td>
<td>59 inches</td>
</tr>
<tr>
<td>ABX Pentra 60 Series</td>
<td>80 inches</td>
</tr>
<tr>
<td>ABX Pentra 80 Series</td>
<td>80 inches</td>
</tr>
<tr>
<td>ABX Pentra DX120 Series</td>
<td>84 inches</td>
</tr>
<tr>
<td>ABX Pentra 400 Chemistry</td>
<td>84 inches</td>
</tr>
</tbody>
</table>

GROUNDING
Proper grounding is required. Check that the wall ground (earth) plug is correctly connected to the laboratory grounding electrical installation. If there is no ground then use a ground stake. Current local electrical guidelines must be followed.

ELECTRICAL REQUIREMENTS
Circuit supplying equipment must be primary power, 120 Vac, 60 Hz, 15 Amp. For the Pentra DX 120 and Pentra 120 Retic Analyzers a 20 Amp “Dedicated” hot, neutral and insulated ground conductor is needed. The maximum neutral to ground voltage, as measured at the receptacle under no-load conditions, cannot exceed 0.5 volts rms.

HORIBA Medical may, at their judgment, install line-monitoring equipment to verify that the electrical requirements within the customer site are being met.

ELECTROMAGNETIC ENVIRONMENTAL CHECKS
The HORIBA Medical instrument line has been designed to operate below the maximum allowable level of electromagnetic interference (EMI) in order to operate in conformity with its environment. The EMI fields generated by HORIBA Medical instruments listed above are limited to a minimum level allowing proper operation of any other instruments within their proximity. Always keep instrumentation away from any EMI field that may be generated by radio towers, radar, X-rays, CRT’s, cell phones and other equipment that may be capable of disrupting operation.
The following companies provide proficiency challenges for HORIBA Medical instruments. Please contact the provider of your choice to enroll.

AMERICAN ASSOCIATION OF BIOANALYSIS (AAB)
http://www.aab.org/ Proficiency Testing Service
205 West Levee Street
Brownsville, Texas 78520-5596
(800) 234-5315

AMERICAN PROFICIENCY INSTITUTE - API
http://www.apt-pt.com
1159 Business Park Drive Traverse City,
Michigan 49686
(800) 333-0958

THE COLLEGE OF AMERICAN PATHOLOGISTS
325 Waukegan Road
Northfield, Illinois 60093-2750
(847) 832-7000

MEDICAL LABORATORY EVALUATION (MLE)
http://www.acponline.org/mle/index.html
2011 Pennsylvania Avenue, NW
Suite 800
Washington, DC 20006-1808
(800) 338-2746, (202) 835-2746

Laboratory Proficiency Testing Program (Canada)
http://www.lptp.on.ca/
Through an agreement between the Ministry of Health of Ontario, the Ontario Medical Association (OMA) is identified as an agent to carry out examination and evaluation of the proficiency of performance of tests in clinical laboratories. Laboratory Proficiency Testing Program (LPTP) is the unit within the OMA that carries out this mandate. Established in 1974, LPTP tests the performance of all medical laboratories in Ontario in various disciplines.
Agencies and Programs
CMS Approved Accrediting Agencies

**College of American Pathologists**
325 Waukegan Road
Northfield, Illinois 60093-2750
Laboratory Accreditation Program
(800)-323-4040

**COLA**
9881 Broken Land Parkway, Suite 200
Columbia, Maryland 21046-1195
(410) 381-6581

**Joint Commission on Accreditation of Healthcare Organizations**
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
(630) 792-5000

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858-481-5031
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NOTES