

ADVISORY NOTICE

Introduction of New Web Platform for Support Request, Training Request, and ERBA Knowledge Base

Dear Valued Global Distributors & Subsidiaries,

We are excited to announce the launch of our new web platform,

<https://support.erbamannheim.com/>

This platform is designed to provide you with a seamless and efficient way to manage all your support and training requests, as well as access to our ERBA Knowledge Base (EKB). One User & Password per entity is shared with you already, if not please contact our regional support team.

Effective **01/08/2023**, we will be discontinuing support request access via ERBA Lachema website. From this date onwards, all your requests will need to be submitted through our new portal. This change also affects Warranty Terms and Conditions of the Company Erba Lachema s.r.o. which has been updated to version 07/2023 which will be valid from the same date onwards as well (see attached).

The new platform offers the following features:

- **Support Request:** You can now create technical and scientific incident cases via the ticket portal, which is available 24/7. This will ensure that your queries are addressed promptly.
- **Training Request:** You can now submit your training requests over the new platform & take advantage of our high-quality training & flexible e-learning solutions through ERBA Academy.
- **ERBA Knowledge Base (EKB):** With instant access to all relevant troubleshooting and tech updates, EKB is your one-stop-shop for all your technical needs.
- **Return Goods Authorization (RGA):** Enables you to easily initiate RGA requests for your returns. To be used only under ERBA support team approval.
- **ERBA Academy:** Linking you to our e-learning platform.

We highly recommend that you use to fully leverage the benefits of this platform. If you have any questions or concerns, please feel free to contact our support team, who will be happy to assist you.

Thank you for your continued partnership and support.

Best Regards,

Chadi Dargham

Global Service Director

Erba Diagnostics FZ-LLC

DSP Tower -South , 19th floor .

Dubai Science Park , Dubai , UAE.

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Erba Lachema s.r.o.

Karásek 2219/1d, 621 00 Brno

DIČ: CZ26918846 -7-

