

**Supplier:** Cepheid HBDC

**Subject:** Discontinuation of full-service for the R1 GeneXpert systems (laptop or desktop)

**Context:** In 2011, Cepheid stopped the manufacturing of the first generation of GeneXpert systems (called R1) and introduced the second generation GeneXpert systems with a glossy white equipment frame/hardware (called R2) to conform to the new Restriction of Hazardous Substances (RoHS) compliance.

The supply of some spare parts critical to the R1 GeneXpert systems can no longer be guaranteed by Cepheid's manufacturers. As a consequence, Cepheid decided the discontinuation of full-service for the R1 GeneXpert systems effective on 30 June 2023. This discontinuation does not impact the current ability to continue running validated on-market tests on R1 GeneXpert systems. Cepheid will continue providing 6-color modules and IT solutions for the R1 GeneXpert systems.

**Deadline:** Discontinuation of full-service for the R1 GeneXpert systems (laptop or desktop) will be effective on 30 June 2023. The availability of spares and replacement parts for hardware will not be guaranteed after this date, and no contract renewal will be possible beyond this date.

**Information for clients:**

- Clients under active service agreements will continue to receive from Cepheid service and support for their R1 GeneXpert systems until the end date of their agreement, even beyond the end-of-service date.
- For non-active service agreements, Cepheid will provide technical support services and invoices for time and materials subject to availability.
- GDF will assist clients on the transition to upgrade R1 to R2 as needed.

**Contact Information:**



- For additional or more detailed information, or, if you need support with order planning, please contact the GDF Country Supply Officer for your country or [gdf@stoptb.org](mailto:gdf@stoptb.org) or;
- Directly contact Cepheid through their website: [www.cephheidinternational.com](http://www.cephheidinternational.com) by clicking **Support** and selecting the **Contact Us** option.

**Date first posted:** 6 July 2023

**Date of last update:** N/A

**Status:** Open

Differences between the R1 GeneXpert systems and the R2 GeneXpert systems

R1 GeneXpert systems	R2 GeneXpert systems
<p>R1 GeneXpert systems have a gray scale exterior, as shown below</p> 	<p>R2 GeneXpert systems have a white rim and modern look (the blue ribbon indicates 10-color modules)</p> 
<p>Launched in 2006</p>	<p>Launched in 2011</p>
<p>30 Xpert Tests</p>	<p>31 Xpert Tests including Xpert® MTB/XDR<sup>^</sup> Coming soon<sup>^</sup>: 10-color Xpert Tests &amp; Panels</p>
<p>Field Application Specialists and Service Representatives will be able to differentiate based on the following:</p> <ul style="list-style-type: none"> <li>▪ Not validated with 10-color modules (only 4-color and 6-color)</li> <li>▪ Smaller fans</li> <li>▪ Bigger power supply board</li> <li>▪ Gateway board is at the bottom of the instrument</li> </ul>	<p>Field Application Specialists and Service Representatives will be able to differentiate based on the following:</p> <ul style="list-style-type: none"> <li>▪ <b>Validated</b> with both 6-color and 10-color modules</li> <li>▪ <b>Bigger</b> fans</li> <li>▪ <b>Smaller</b> power supply board</li> <li>▪ Gateway board is <b>at the back</b> of the instrument</li> </ul>