



# SUPPORT PLAN PORTFOLIO

WARRANTY AND SUPPORT PLAN OPTIONS

## Warranty Options

### Standard Warranty

On-site coverage between 8:30 am and 5:00 pm local time Monday through Friday (holidays excluded)

Warranty description identical to the 8x5 Support Plan specification provided below.

### Depot Warranty

Return to depot coverage.

Warranty description identical to the Depot Support Plan specification provided below.

## Support Plan Options



### 24 x 7 Support Plan

**On-site coverage 24 hours a day, 7 days a week, 365 days a year.** Designed for customers who prefer that Spacelabs meets all of their service support needs 24 hours a day. All safety updates are included, our technical support and field service teams are available 24 hours a day, 7 days a week to ensure that your equipment is kept in peak operating condition. In the event that there is a problem that we can't fix immediately, priority access to our dedicated pool of loaner equipment is assured.



### 8 x 5 Support Plan

**On-site coverage between 8:30 am and 5:00 pm local time Monday through Friday (holidays excluded).** Designed for customers who prefer that Spacelabs meets all of their service support needs within normal working hours. All safety updates are included, our technical support team is available 24 hours a day, 7 days a week and our field service teams are available as set forth above to ensure your equipment is kept in top operating condition.



### Depot Support Plan

**Return to depot coverage.** Designed for Spacelabs customers who have less urgent equipment servicing needs. All safety updates are included and our technical support team is available 24 hours a day, 7 days a week. If there is a problem that we can't fix remotely, arrangements will be made to get the device returned to the factory for immediate update or repair.



### Parts Exchange Support Plan

**Spare part coverage for trained biomed.** Designed for Spacelabs customers whose biomed teams have completed our Spacelabs Certified Technical Training courses. Our technical support team is available 24 hours a day, 7 days a week to help diagnose problems and to then supply any parts required for your Spacelabs certified biomed staff to perform the repair.



### Enhanced ICS Software Support Plan/Basic Software Support Plan

**Software update coverage.** These low cost agreements are designed for Spacelabs customers who simply wish to ensure that their equipment's software is updated to the most current level every year. The Enhanced plan is required for customers purchasing ICS. For 'Mission Critical' users the Enhanced Plan also provides 24 hours a day, 7 days a week access to our team of IT Product Specialists and an option to include remote Preventive Maintenance checks for an additional charge.



### Custom Support Plan

**An à la carte approach allowing customers select coverage to suit specific needs.** We appreciate that on occasion, a hospital may have some very individual and unique support requirements. For this reason, we've included a 'Custom' column in the specification matrix on the back of this sheet. Place a check mark by each of the services you require and we'll be delighted to provide you with a quotation tailor-made for you.

# Support Plan Portfolio

|  | WARRANTY TYPE     |                | SUPPORT PLAN TYPE   |                    |  |                    |                             |                                    |   |   |                     |  |
|--|-------------------|----------------|---------------------|--------------------|--|--------------------|-----------------------------|------------------------------------|---|---|---------------------|--|
|  | Standard Warranty | Depot Warranty | 24 X 7 Support Plan | 8 X 5 Support Plan | 8 X 5 Support Plan (Cardiology Products) | Depot Support Plan | Parts Exchange Support Plan | Enhanced ICS Software Support Plan | Basic Software Support Plan (Patient Monitoring Products) | Basic Software Support Plan (Cardiology Products) | Custom Support Plan |  |
| <b>US TECHNICAL SUPPORT</b>  |                   |                |                     |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>8x5 Telephone Support</b>   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  | ✓                           | ✓                                  | ✓   | ✓   | ✓                   |  |
| <b>24x7 Telephone Support</b><br>(Includes weekends & holidays)  | ✓                 | ✓              | ✓                   | ✓                  |  | ✓                  | ✓                           | ✓                                  | ✓   |   |                     |  |
| <b>8x5 Access to Product Specialists</b>   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  | ✓                           | ✓                                  | ✓   | ✓   |                     |  |
| <b>24x7 Access to IT Product Specialists</b><br>(Includes weekends & holidays)   |                   |                |                     |                    |  |                    |                             | ✓                                  |   |   |                     |  |
| <b>Remote Diagnostics Support</b><br>(Availability subject to equipment specification)   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  | ✓                           | ✓                                  | ✓   | ✓   | ✓                   |  |
| <b>PREVENTATIVE MAINTENANCE (PM) - Full OEM specification</b>  |                   |                |                     |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>25% Discount for On-site PM Coverage</b><br>(Discount from normal travel & labor charges)   | ✓                 |                | ✓                   | ✓                  | ✓  |                    |                             |                                    |   |   |                     |  |
| <b>10% Discount for PM Parts used by FSE</b><br>(Discount provided in addition to any discounts currently in place)                    | ✓                 |                | ✓                   | ✓                  | ✓  |                    |                             |                                    |   |   |                     |  |
| <b>Remote ICS Preventative Maintenance</b><br>(Two system performance evaluations per year)  |                   |                |                     |                    |  |                    |                             | OPT                                |   |   |                     |  |
| <b>CORRECTIVE MAINTENANCE (CM) - Full OEM specification</b>  |                   |                |                     |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>08:30AM - 05:00PM On-site CM Coverage</b><br>(Customer local time, FSE travel & labor included)                                     | ✓                 |                | ✓                   | ✓                  | ✓  |                    |                             |                                    |   |   |                     |  |
| <b>24 X 7 On-site CM Coverage</b><br>(Includes weekends & holidays, FSE travel & labor included)                                       |                   |                | ✓                   |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>Return to Depot CM Coverage</b><br>(Labor & return shipping included)   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  |                             |                                    |   |   |                     |  |
| <b>CM Repair Parts Coverage</b><br>(Excludes supplies & accessories)   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  | ✓                           |                                    |   |   |                     |  |
| <b>Priority Loan Equipment</b><br>(No charge, subject to availability)   |                   |                | ✓                   |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>SOFTWARE SUPPORT</b>  |                   |                |                     |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>Safety Updates</b><br>(Includes FSE travel & labor)   | ✓                 | ✓              | ✓                   | ✓                  | ✓  | ✓                  | ✓                           | ✓                                  | ✓   | ✓   | ✓                   |  |
| <b>Annual Performance Enhancing Updates</b><br>(Includes FSE travel & labor)   |                   |                |                     |                    |  |                    |                             | ✓                                  | ✓   | ✓   |                     |  |
| <b>Spacelabs ICS Software Upgrades</b><br>(Includes upgrade to Intesys Clinical Suite (ICS) 5)   |                   |                |                     |                    |  |                    |                             | ✓                                  |   |   |                     |  |
| <b>Discount on Post Implementation Interface Support</b><br>(Includes any FSE travel & labor required)                                 |                   |                |                     |                    |  |                    |                             | 25%                                | 25%   | 25%   |                     |  |
| <b>ANNUAL PRICE</b>  |                   |                |                     |                    |  |                    |                             |                                    |   |   |                     |  |
| <b>Calculated as a percentage of the selling price of all products covered</b><br>(Subject to maximum discount of 25% from list price) |                   |                | 9%                  | 6%                 | 12%                                      |                    | 3%                          |                                    | 1%  | 6%  |                     |  |

A detailed description of the service offerings and applicable terms shall be included in the Spacelabs Customer Quotation form.

