

Service solutions for Patient Monitoring



60 years of Customer Service built into every offering

As well as being highly aware of the need to keep your equipment and systems functioning properly, we recognise the need to work in conjunction with your own support capabilities. We offer a range of contract packages designed to complement your requirements, covering remote support, training, preventative maintenance, and return-to-base repairs.

Spacelabs UK service facility is based at our Head Office in Hertfordshire. Our engineers work alongside UK sales, administration, distribution, and the Global Technical Support Team. Customers all benefit from our long track record of supporting our products in Patient Monitoring, Diagnostic Cardiology and Anaesthesia.

All our Engineers are trained and certified on our products. This ensures that they have thorough knowledge of their intended use and requirements for support and maintenance. Our internal service team carry out return to base repairs and provide technical support. Our field service engineers are based at locations around the UK. The team has access to UK-based warehouse stock including spare parts, supplies and accessories.

Key benefits

- Helpdesk technical support provided directly by Spacelabs engineers
- Service engineers strategically located across the UK for fast response
- A range of maintenance plans for your individual needs

Maintenance Plans for Patient Monitoring

Major Benefits \ Contract type	Full Comprehensive	Comprehensive with no planned preventative maintenance	Planned preventative maintenance (PPM)	Premium software	Breakdown response
Technical support and helpdesk	✓	✓	✓	✓	✓
Planned preventative maintenance (PPM)	✓		✓		
Loan device	✓	✓			✓
Callouts/ on-site response	✓	✓		✓	✓
Service Centre repair	✓	✓			✓
Parts supplied for repair	✓	✓			✓
Software updates	✓	✓		✓	
Multi-year discount	✓		✓	✓	✓

A service contract must be in place for all Spacelabs Healthcare equipment of the same type. Non-contract and out of warranty repair/callouts are chargeable at current rates with limited Helpdesk support.

Note that PCB Exchange contracts are no longer offered.

TeamUp™ Strategies - Contract Types

Full Comprehensive

This contract provides full support and service of your Spacelabs equipment, with access to our Technical Support and Helpdesk. It includes Planned Preventive Maintenance.

- Breakdown response aiming to visit site within 48-hours
- Offers flexibility around your workload to minimize downtime. We undertake repairs to ensure your CQC compliance
- Offers loan devices (subject to availability)
- Provides software upgrades within current software revision

- Covers printers, displays, keyboards
- Requires evidence of prior servicing

Comprehensive without PPM

This contract provides the same cover as Comprehensive but without Planned Preventive Maintenance.

Multi year discount is not available on this contract.

Requires evidence of prior servicing.

Planned Preventive Maintenance (PPM)

This contract provides you with a network of Spacelabs certified engineers who will provide OEM standard preventative maintenance to your equipment where applicable.

- Offers flexibility around your workload to minimise downtime. We undertake to ensure your CQC compliance after maintenance
- Technical Support and Helpdesk, (Installation or server support is not provided)
- Internal batteries only, excludes consumable batteries or external batteries (such a Qube Li-on batteries)

This cover is designed to avoid premature failures. It does not provide repairs or spare parts. Should a breakdown occur, a callout will be chargeable.

Premium Software

This contract is recommended for Patient Monitoring customers who want to keep their software up to date. This contract has all the benefits of Essential - Software with the added value of callout support if required.

- Access to technical support along with any software updates within the purchased revision (e.g. if Intesys Clinical Suite 4.0 was purchased. Then Intesys Clinical Suite 4.0-4.9 would be included). More significant upgrades will be offered as a purchasable upgrade
- Hardware and operating system remain as supplied (i.e. upgrades not included)

Breakdown Response

This contract is primarily designed for maintenance of Patient Monitors. No PPM is carried out, but instead a repair is carried out by one of our qualified staff in the event of a break down.

- Loan device may be provided if repair not possible (subject to availability)

During any warranty period, a service is not provided unless a warranty repair is required.

Your peace of mind

"We know that good service is about keeping your equipment well-maintained and effective – but also it's about your peace of mind. From the moment we take your call, the whole team is working to earn your confidence."

Simon Bates

Project Implementation Manager



Service Benefits in Detail

Technical Support & Helpdesk

UK based technical support help during office hours (8:30am-5.00pm, Mon-Fri).

- Our technical support is provided by our own OEM trained and Spacelabs certified engineers ensuring you have the best advice at the end of a phone
- First line telephone support to ascertain faults and issues and to provide solutions where possible
- Online remote connection support using, where possible, TeamViewer or Log Me In Rescue via our account on www.spacelabs123.com, requiring N3 connection
- Includes basic configuration of software to set-up products

Callouts / On site Response

Priority response is given to our contract customers with a target of next day onsite response for emergency situations. If any issues are not resolved by remote support, we aim to respond to onsite visits within 48-hours

- Callout hours are typically 9:00am to 5:00pm on-site
- Onsite visits shall be agreed in advance by appointment. The customer is responsible for making the Device(s) available for the service engineer at the appropriate time

Service Centre Repair

Monitor, Module and Printer repairs can be carried out by our team of certified in-house engineers based in Hertford.

- Response times can vary according to demand but are typically within 7-10 working days. If this would cause an issue, a loan unit can be provided, subject to availability
- A service report stating the nature of the work carried out, and any remedial action, including replacement parts will be provided to the customer

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Parts supplied for repair (as opposed to for PPM service)

Spacelabs maintain stock of parts within the period of the product lifetime. After that we will use “Best efforts” to supply parts required for repair; in some cases, due to the age of the equipment this may not be possible.

- Consumables/Parts that are excluded for replacement: -
 - > Toner cartridges, Power Cables, Pouches, Batteries, detachable parts (external to a device)
 - > Physically damaged and contaminated equipment

Software Update (within current revision)

Software updates within the purchased revision (e.g. if Intesys Clinical Suite 5.0 was purchased then any updates from 5.0 to 5.9 would be included).

More significant upgrades beyond the current revision (e.g. from Intesys Clinical Suite 4.0 to 5.0) would be considered as a new purchase.

Multi-Year Discounts

This contract variation is for all of our contract types and supports customers who want to commit to a multi-year service contract. We are able to discuss incentives for a multi-year commitment on an individual basis including no-claims discount.