

## IN-WARRANTY AND POST-WARRANTY SUPPORT PLAN OPTIONS

### In-Warranty Support Plans

#### Standard

**On-site service between 8:30 am and 5:00 pm local time Monday through Friday (holidays excluded).** All safety updates are included and our technical and clinical support teams are available 24 hours a day, 7 days a week and our field service teams are available as indicated above to ensure your equipment is kept in top operating condition. Labor and travel expenses included.

#### Depot

**Return to depot coverage for products that are not field repairable.** Return to depot service for products that are not field repairable. All safety updates are included and our technical and clinical support teams are available 24 hours a day, 7 days a week. If there is a problem that can't be resolved remotely, arrangements will be made to get the device returned to our service center for immediate update or repair. Labor and shipping expenses included.

For more details, see the In-Warranty Support Plans on page 2.

### Post-Warranty Support Plans

#### 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 and clinical 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.

#### 8 x 5 Remote Network Support Plan

**Telephone coverage between 8:30 am and 5:00 pm local time Monday through Friday (holidays excluded).** Provides i) troubleshooting and remediation recommendations for network issues impacting the performance of the Spacelabs system; and ii) consultation post Spacelabs' product installation to understand and mitigate the impact of planned hospital network changes on the Spacelabs products.

#### 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

**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.

#### 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 Plans

	In-Warranty Support Plans	Standard	Depot Warranty	Post-Warranty Support Plans	24 x 7 Support Plan	8 x 5 Support Plan	8 x 5 Support Plan (Cardiology Products)	8 x 5 Remote Network Support Plan	Depot Support Plan	Parts Exchange Support Plan	Enhanced ICS Software Support Plan	Basic Software Support Plan (Cardiology Products)	Custom Support Plan
<b>US TECHNICAL SUPPORT</b>													
<b>8x5 Technical/Clinical Support</b>						✓	✓	✓				✓	
<b>24x7 Technical/Clinical Support</b> (Includes weekends & holidays)		✓	✓		✓	✓			✓	✓	✓		
<b>8x5 Access to Product Specialists</b>		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
<b>24x7 Access to IT Product Specialists</b> (Includes weekends & holidays)											✓		
<b>Remote Diagnostics Support</b> (Availability subject to equipment specification)		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
<b>PREVENTATIVE MAINTENANCE (PM) - Full OEM specification</b>													
<b>25% Discount for On-site PM Coverage</b> (Discount from normal travel & labor charges)		✓			✓	✓	✓						
<b>10% Discount for PM Parts used by FSE</b> (Discount provided in addition to any discounts currently in place)		✓			✓	✓	✓						
<b>CORRECTIVE MAINTENANCE (CM) - Full OEM specification</b>													
<b>8:30am - 5:00pm On-site CM Coverage</b> (Customer local time, FSE travel & labor included)		✓			✓	✓	✓						
<b>24 x 7 On-site CM Coverage</b> (Includes weekends & holidays, FSE travel & labor included)					✓								
<b>Return to Depot CM Coverage</b> (Labor & return shipping included)		✓	✓		✓	✓	✓		✓				
<b>CM Repair Parts Coverage</b> (Excludes supplies & accessories)		✓	✓		✓	✓	✓		✓	✓			
<b>Priority Loan Equipment</b> (No charge, subject to availability)					✓								
<b>SOFTWARE SUPPORT</b>													
<b>Safety Updates</b> (Includes FSE travel & labor)		✓	✓		✓	✓	✓		✓	✓	✓	✓	
<b>Annual Performance Enhancing Updates</b> (Includes FSE travel & labor)											✓	✓	
<b>Spacelabs ICS Software Upgrades</b> (Includes upgrade to Intesys Clinical Suite (ICS) 5)											✓		
<b>Discount on Post Implementation Interface Support</b> (Includes any FSE travel & labor required)											25%	25%	

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

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