

Service Solutions for Diagnostic Cardiology



60 years of customer service built into every offering

Spacelabs Healthcare is committed to providing superior service adapted to your needs. We offer a range of contract packages designed to match your requirements, covering remote support, training, preventative maintenance, and return-to-base repairs.

Spacelabs' US service facility is located at our head office in Snoqualmie, WA. Our service team works alongside US sales, administration, distribution, and the global technical support team.

All our service team members are trained and certified on our products to ensure they have thorough knowledge of each product's intended use and requirements for support and maintenance. Our internal service team carries out return-to-base repairs and provides technical support. The team has access to the US-based warehouse stock, including spare parts, supplies, and accessories.

Key benefits

- Helpdesk technical support provided directly by Spacelabs engineers
- A range of maintenance plans for your individual needs

US Technical Support for Cardiology

Major Benefits \ Warranty type	Factory Support Plan (years)	Factory Replacement Plan (years)	Service Contract CardioPulse (years)
Terms (years)	2 to 4	1 to 3 additional	2 included, 1 - 2 additional, 3 - 4 years
Telephone Support	✓	✓	
Remote Technical Support	✓	✓	✓
Corrective Maintenance			
Factory Repair Service	✓		
Factory Repair Turnaround	7 - 10 days		
Loan Coverage (Repair only)	✓		✓
Free Shipping	✓	✓	✓
Replacement Shipped w/in		7 - 10 days	7 - 10 days
Software Support			
Software Updates *	✓	✓	✓
Annual Price			
Calculated as a % purchase price of all products covered	%	%	%

TeamUp™ Strategies - Contract Types

Factory Support Plan

Designed especially for our Lifecard CF, EVO, SL18A Resting ECG, and ABP recorders, our Factory Support Plan provides our customers with mail-in equipment repair. Due to the complex and intricate nature of these devices, they need to be repaired and serviced within our strictly controlled and certified environment. All required material and labor to repair the device are included for any equipment covered under this contract.

- Spacelabs is responsible for the freight charges to ship the unit requiring servicing to and from the Spacelabs Authorized Service Center.

- Factory Support Plan w/Loaner coverage entitles the customer to the free use of an equivalent loaner device for the period that their contracted equipment is inoperable and in need of repair.
- The freight charges to transport the loaner device to and from the customer's facility will be covered by Spacelabs Healthcare.
- Loaner equipment shall be of equal or greater operational ability and shall be configured to function in the same manner as the contracted equipment (network settings shall be the responsibility of the customer to configure).

Software Maintenance coverage and Technical Phone Support services are included in this coverage.

Factory Replacement Plan – Eclipse Pro

Under this contract type, Eclipse Pro recorders are covered for defects and firmware Updates. Replacement services are designed to provide the customer with minimal downtime, without the additional cost associated with purchasing surplus equipment.

- Replacement during warranty. A defective unit will be replaced with a new unit at no charge (resulting in a new serial numbered item).
- Replacement outside warranty but during contract coverage. A defective unit will be replaced with a new factory reconditioned unit. Replacements are limited to one per unit per year and exclude accidental loss or damage.
- Factory reconditioned units will continue to carry any existing warranty or contractual coverage held by the original device.
- Patient Cables will be replaced if defective and returned during the warranty period (max 1 per year).
- Spacelabs is responsible for the freight charges to ship the unit requiring servicing to and from a Spacelabs Authorized Service Center.

Software Maintenance coverage and Technical Phone Support services are included in this coverage.

Service Contract – CardioPulse

Under this contract type, CardioPulse Resting ECG machines are covered for defects and firmware Updates. Replacement services are designed to provide the customer with minimal downtime, without the additional cost associated with purchasing surplus equipment.

- Spacelabs will evaluate, repair and return defective units. Spacelabs will provide a loaner unit for the time the unit is in repair.
- Spacelabs is responsible for the freight charges to ship the unit requiring servicing to and from the Spacelabs Authorized Service Center.

Software Maintenance coverage (as defined below) and Technical Phone Support services are included in this coverage.

Sentinel Software Support

This contract type is designed for Sentinel networked customers who want direct access to technical support and to keep their Software up to date. The plan provides Sentinel Updates free of charge.

Software is included, but there may be additional configuration fees that are not covered by this agreement.

General Software Maintenance Contract:

Spacelabs shall provide the customer with all Software Version Updates (as defined above) released for the contracted equipment during the contract term. The customer will also receive a Customer Service Bulletin, which highlights the changes from the previous software version, and a User Manual. Installation services are included for all PC-based products. Customer training is not included. Technical Phone Support services are included in this coverage.

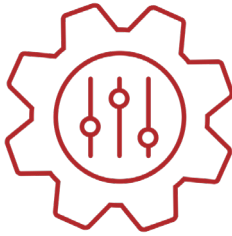
Your peace of mind

"I take pride in helping to resolve customer issues, using my 16 years' experience in supporting our customers. From installations and breakdowns to full system upgrades the service support team are within easy reach, and ready to respond to customer needs."

**Lee Marshall, Service Specialist,
Diagnostic Cardiology**



Service benefits in detail



Customer Service:

Spacelabs operates a centralized domestic customer service facility, which provides customers with access to US-based Customer Service Representatives to meet all their technical support and servicing needs. The service center is available via our toll-free number 1.800.522.7025. Monday-Friday, (6:30am-3:00pm Pacific Time, Mon-Fri) exclusive of Spacelabs holidays. Customer Service staff is available to assist customers with questions related to their Spacelabs product, process warranty claims, set up service report orders and schedule on-site assistance for maintenance or training.

Technical Support & Helpdesk

Technical support from our U.S. facility is available during office hours (6:30am- 3:00pm Pacific Time, Mon-Fri), excluding holidays. Regional service by Field Service Representatives throughout the U.S. is available during local working hours.

- 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 is available to ascertain faults and issues and to provide solutions where possible.
- Online remote connection support is available.
- Includes basic configuration of software to set-up recorders and product. Also includes diagnosis of Sentinel Server errors or basic server fixes.
- Spacelabs does not warrant that telephone support alone will be sufficient to resolve Software issues.

Service Center Repair

Recorder and certain other repairs can be carried out by our certified in-house team based in Snoqualmie, WA.

- Response times can vary according to demand but are typically within 7-10 working days. If this would cause an issue, a loaner 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.

Consumables Replacement

- Consumables that are excluded for replacement:
 - > ABP cuffs, ABP download leads, flashcards, power cables, pouches, pens, batteries, diaries, detachable parts (external to a device)
 - > Physically damaged and contaminated equipment



Multi-Year Discounts

Multi-year discounts are available for all our contract types and supports customers who want to commit to a multi-year service contract. We can discuss incentives for a multi-year commitment on an individual basis, including no-claims discount.

Service Contract Definitions and Limitations Applicable to this Document

- Services provided by Spacelabs Healthcare are subject to a Service Contract being in place between Spacelabs and the customer
- "Software" means software and/or firmware which is manufactured by and supplied to customer by Spacelabs
- "Update" means all modifications, changes and enhancements which Spacelabs elects to incorporate into and make part of the Software and does not separately price or market.
- "Upgrade" means all modifications, changes and enhancements that add features or functionality to Spacelabs' standalone software or firmware that Spacelabs separately prices and markets.
- Any warranty repair is subject to the warranty exclusions (e.g. misuse, abuse) under your purchase agreement.

With you all the way

Spacelabs pioneered medical telemetry and innovations in patient monitoring, and continues to offer solutions that do more to help you provide the experience your patients expect while helping you manage your resources to meet today's realities. From strategic planning through post-installation support, count on Spacelabs TeamUp strategies experts, products and services to help you achieve your care team performance goals.

www.spacelabshealthcare.com

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