

# Depot Repair

Spacelabs' Equipment Service Center provides quality patient monitor and diagnostic cardiology repairs. Depot repair equipment is backed by a 90-day warranty and goes through a comprehensive quality assurance process at our global headquarters in Snoqualmie, Washington, USA.



## Program Features

- All devices pass a rigorous performance certification testing.
- All certifications are completed by factory-trained technicians.
- All parts used for repairs are fully inspected and tested.
- All software updates are scheduled with the customer to ensure compatibility with the customer's current systems.
- All repairs include a 90-day standard warranty.
- For the customer's convenience, the Equipment Service Center checks for and uploads all current firmware and software revisions to the devices.
- Loaner equipment depends on availability.
- Replacement options are offered if parts are unavailable.
- Eligible for annual Service Support Agreement
- Toll-free customer service available Monday through Friday, from 5 am to 3:30 pm Pacific Time, with technical support available 24 hours a day, 7 days a week.

## Our Commitment to Quality

At Spacelabs, we connect innovation with patient care by providing quality life-saving products and services that meet or exceed our customer's expectations. We are passionate about providing Better Every Single Time (BEST) quality with a customer-first focus. Spacelabs Healthcare's Quality Management System is certified to ISO 13485.

To speak with a member of Spacelabs' Customer Support Team, call 1-800-522-7025.

[www.spacelabshealthcare.com](http://www.spacelabshealthcare.com)

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