

Service solutions for Diagnostic Cardiology



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 Cardiology

Contract type	Full Comprehensive	Planned preventative maintenance (PPM)	Return to base (RTB)	Eclipse™	On-Site Software Support	Sentinel Software Support
Major Benefits						
Technical support and helpdesk	✓	✓	✓	✓	✓	✓
Planned preventative maintenance (PPM)	✓	✓	✓			
Loan device	✓		✓	✓		
Callouts/ on-site response	✓				✓	
Service Centre repair	✓		✓	✓		
Parts supplied for repair	✓		✓			
Software updates	✓			✓	✓	✓
Remote Support	✓					
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.

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 user training course for the Pathfinder SL In-depth Analysis System (one per analyser per year)
- Provides software upgrades within current software revision
- Covers printers, displays, card readers, keyboards
- Requires evidence of prior servicing

Planned Preventive Maintenance (PPM)

This contract is supported by a network of Spacelabs certified engineers who will bring preventative maintenance to applicable equipment.

- Offers flexibility around your workload to minimize downtime. We undertake to ensure your CQC compliance after maintenance
- Technical Support and Helpdesk, (Installation or server support is not provided)

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.

Return to Base (RTB)

This contract is designed for our LifeCard CF, EVO and ABP recorders plus our CardioExpress SL6. It can also be applied to Pathfinder Portable. Due to the complex and intricate nature of these devices they need to be repaired and serviced within our strictly controlled and certified environment.

- We can provide a loan device (subject to availability) when your item is in for repair or maintenance
- LifeCard CF recorder 3 and 4 lead Patient Cables (not 12 lead or CardioExpress leads) will be replaced if faulty and returned under contract (max 1 unit per year)

Eclipse

Under this contract type, Eclipse recorders are covered for performance checks, breakdown and firmware upgrades.

- If a unit is found to be faulty, a replacement unit will be provided at no cost, avoiding a replacement purchase. This results in a new serial numbered item covered within the contract.
- Replacements (outside warranty) are limited under contract to one per unit per year and exclude accidental loss or damage
- Patient cables will be replaced if faulty and returned under contract (max 1 per year)
- Performance checks on demand for confidence in the recorder including the battery. Can be remote or RTB.

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

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

On-Site Software Support

This contract is recommended for Sentinel Networked 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 Sentinel 11 was purchased then any updates within Sentinel 11 would be included)
- Hardware and operating system remain as supplied (i.e. upgrades not included)

Sentinel Software Support

This contract is designed for Sentinel networked customers who want direct access to technical support and to keep their software fully up to date. It provides updates within the main revision which has been purchased. For example, if Sentinel 11 was purchased, then updates such as Sentinel 11.5 are included.

It includes support for you to achieve requirements for Cybersecurity and Data Protection within the main revision. It supports maintenance of purchased integration to related software systems such as Electronic Patient Records.

Hardware and System software such as the database and operating systems remain as supplied and updates are not included. This level of cover requires remote access using N3 or HSCN connection.



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 recorders and product. Also includes diagnosis of Sentinel Server errors or basic server fixes

Callouts / On site Response

Priority response is given to our contract customers with a target of next day onsite response for emergency situations, if remote support has not solved the issue.

- 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

Recorder and certain other 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: -
 - > ABP cuffs, ABP download leads, Toner cartridges, Flashcards, Power Cables, Pouches, Pens, Batteries, Diaries, 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 Sentinel 11 was purchased then any updates from 11.0 to 11.9 would be included).

- Significant upgrades (e.g. from Sentinel 9 to Sentinel 11) will be offered as purchasable options

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.

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