

**PHILIPS**

RightFit

# Imaging Systems Service Agreement: Protection

	ANZ	Protection
<b>Parts and Labor Coverage</b>	Labor and travel	● PM + CM
	Normal parts	●
	Strategic parts	○
	Software and Hardware updates	●
	Technical phone support	● Direct Call Excluded
<b>System Availability</b>	Uptime guarantee	98%
	Initial response time	1 hrs
	Remote/On-site response time	4 hrs
	Parts delivery time	Priority
	Technical remote services	● Pro-Active Remote Support
<b>Service Window</b>	Corrective maintenance Hours of coverage	Mon-Fri 8:30 -17:30
	Preventive maintenance Hours of coverage	Mon-Fri 8:30 -17:30
<b>Supplemental Services</b>	MR Chiller/HVAC	●
	MR Cryogen (Helium)	●
	Batteries coverage (DXR)	○
	Injector coverage	●
	Local PTU (CT-CV)	○
	Patient Monitor coverage (MR)	○
	Accessories full coverage	○
	Uninterrupted Power supply (UPS) coverage	○
	CX50 integrated with Cathlab (inclu. LI2-3Probe)	○
<b>Education Services</b>	Remote clinical applications Support	○
	On-Site clinical applications Education	○
	Technical service education	---
<b>Business Services</b>	Philips Utilization Services Essentials	---
	Philips Technology Upgrades	---

● : Included      ○ :Optional      --- :Excluded

## Robust security with extensive coverage

Our RightFit Service Agreements portfolio was designed with you in mind. We take the time to understand your needs and offer a service agreement and coverage options to best meet your mission, your vision, and your challenges. RightFit Protection provides strong system support to help you optimize your system uptime and performance.

## Leave service and support to Philips

RightFit Protection is an extensive offering for organizations that want the security of knowing that their service needs are in good hands. This robust service solution includes options for strategic parts coverage to protect your most at-risk proprietary parts, four hours on-site response time, and priority parts delivery. For further peace of mind, RightFit Protection provides technical remote and telephone support from our Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services.

- What is included within the RightFit service agreement?**
- Strong maintenance support with the flexibility you need
  - Guaranteed parts delivery and accelerated problem resolution with priority shipping
  - Enhanced budget control with regular service payments and no unforeseen costs
  - First level support from our expert OEM engineers
  - The knowledge that your equipment is being maintained according to OEM standards with or without planned maintenance

\*Value PM contract is also available.

These features are representative of the default type of coverage available. Certain options and features are not available for some products, and exclusions or surcharges may apply. The specific features and options for your equipment are determined by the written terms of your service agreement. Please contact your Philips representative with any questions regarding feature availability.

# RightFit

## Imaging Systems Service Portfolio

### Parts and Labor Coverage

#### Labor and Travel

Labor and Travel hours for the delivery of corrective and/or planned maintenance activities within the defined service window of the Customer Services Agreement.

#### Normal Parts

Replacement or repair of regular service parts and other materials to maintain the equipment.

#### Strategic Parts

Replacement or repair of regular strategic parts to maintain the equipment. These include x-ray tubes, detectors, MR coils, and transducers.

#### Software and Hardware Updates

Revisions to Philips proprietary operating system sw and hw updates that enhance existing system functions and operation. Excludes new software platforms/options and hardware upgrades offered for sale.

#### Technical Phone Support

Technical telephone support that provides expertise assistance in troubleshooting, diagnosis, and resolution of issues typically associated with, or triggered by, product malfunctions, equipment issues, parts failure, or system configuration issues.

#### System Availability Uptime

In terms of percentage, the level of committed system availability.

#### Initial and On-site response Time

- Initial Response: Guaranteed time for a qualified Philips Service representative (FSE or Technical Support Rep) to make direct telephone contact with the customer following a request for service.
- On-site Response: Guaranteed time for a qualified Philips Service representative (FS E or Technical Support Rep) to arrive on site to begin service for a critical (hard down) service incident.

#### Technical Remote Services

A secure, single point-of-access-network offering remote support for service and system queries and connects Philips equipment via the internet through SSL, VPN, ISDN, or analog dial-up.

#### Service Window Preventive/Corrective Maintenance (Hours of Coverage)

The Customer Services Agreement defined hours of coverage within which on-site service may be performed for preventive/corrective maintenance activities without incurring additional labor charges.

### Supplemental Services

#### Chiller/HVAC coverage

Planned and corrective maintenance for a water-to-air chiller.

#### Cryogen (helium) coverage

Cryogen (helium) replenishment including labor, transportation and management costs associated with handling cryogenes.

#### Batteries coverage

Planned and corrective maintenance for Batteries.

#### Injector coverage

Planned and corrective maintenance for injectors.

#### Patient monitor coverage

Planned and corrective maintenance patient monitor used for MR.

#### Accessories full coverage

Replacement of commonly used accessories, limited to one swap out of each accessory type per calendar year.

#### Uninterrupted Power Supply coverage

Planned and corrective maintenance for uninterrupted power supply (UPS) systems

### Educational Services

#### Remote Clinical Applications Education

Telephone and/or Remote application education (assistance) via a Philips clinical application specialist.

#### On-site Clinical Applications Education

A dedicated on-site Philips clinical education course covering basic or advanced application topics.

#### Technical Service Education

Technical service training for one customer engineer (biomed) at Philips designated training centers specific to the covered equipment.

### Business Services

#### Philips Utilization Services Essentials

Philips Utilization Services is a program that helps customers in evaluating their workflow, improve patient throughput and reduce waiting time for the applicable system.

#### Philips Technology Upgrades

Philips Technology Upgrades is an efficient recurrent lifecycle program to keep Philips equipment up to date. Philips plans and proactively ensures that equipment software and hardware stays state of the art.