

PHILIPS

RightFit

Service Agreements



Peace of mind **partnering**

RightFit Value Out-of-Hospital

When imaging availability and lower costs are an everyday balance, peace of mind is offered through our RightFit Value Out-of-Hospital service agreement. Philips is ready to partner with your priorities.

Designed around you

Philips RightFit Service Agreements include a comprehensive range of agreement options to best fit your service needs. All offer a great service experience, open communications, and a hands-on approach with Philips. And all were created with you in mind. So no matter which one aligns with your strategic vision and service priorities, it will be the right fit – for you.

Keep costs low and quality high

RightFit Value Out-of-Hospital is an offering from the Philips RightFit service portfolio for imaging center customers and away from hospital care locations looking for a low contract entry expense, and the freedom of unlimited labor, so if equipment goes down, a Philips expert will arrive quickly onsite to get things back up and running.

RightFit Value Out-of-Hospital includes unlimited labor, planned maintenance, and strategic parts coverage – all at our lowest service agreement entry expense. Services such as uptime guarantee and standard parts coverage are excluded.

This cost-conscious service offering also includes technical telephone support from our USA-based Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services.

Multi-Vendor Services also available

Chances are you're managing and servicing clinical equipment from numerous vendors. Philips Multi-Vendor Services can help. Our comprehensive programs consolidate all your service requirements under one contract. You get single source accountability, a single service agreement, and a single invoice. Simplicity – so you can focus on delivering quality patient care.

Why Philips RightFit Value Out -of-Hospital?

- Experience peace of mind knowing that your equipment is being maintained according to OEM standards with planned maintenance and unlimited labor during corrective maintenance
- Drive profitability and patient throughput with fast engineer response, 24/7 remote monitoring and technical telephone support
- Reduce unexpected bills for high value strategic parts needed to maintain or repair your system



RightFit Value Out-of-Hospital services

Service delivery	
Transition Assist	Optional
Labor	
Labor coverage	Unlimited Monday – Friday, 8 a.m. – 5 p.m.
On-site response	Next day
Planned maintenance	Monday – Friday, 8 a.m. – 5 p.m.
Preferred labor rates	Included
Diagnostics licensing and documentation	Included with Transition Assist (requires completion of customer engineer training)
Parts	
Standard parts coverage	Time and material
Parts delivery	Next day
Strategic parts coverage	
Magnet Maintenance Package (Cryogenics, Magnet Insurance, Coldhead)	Included
Surface coils	Included
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Included
X-ray tubes, image intensifiers, detectors	Optional
Pools	
Parts and strategic parts pools	Optional
Lifecycle	
Software and hardware updates (Reliability and performance enhancement)	Included
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 10% off (not available for glassware purchases, excludes UPS)
Customer Care Solution Center	
Remote diagnostics	Included
Technical telephone support	Included
Clinical telephone support	Optional
Solutions enhancements	
Service Management Reports	Reports available upon request
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional

Availability of all options depends on system type and software release levels.

Detailed definitions*

Transition Assist: Ability to move from our full coverage agreement to a Support agreement during the agreement term. System diagnostics licensing and service documentation is received upon technical training.

Labor Coverage: The defined local available service hours for the service agreement.

On-Site Labor Response: Upon customer request, the time for a qualified Philips field service engineer to arrive at the customer site to perform maintenance services.

Planned Maintenance: Activities performed according to an equipment schedule to review safety, image quality, calibrations, equipment cleaning, performance trials and any other planned service prescribed by Philips.

Next Day Parts Delivery: Delivery next business day.

Lifecycle Solutions Catalog: Catalog of accessories and small upgrades.

Remote Services: Operating 24/7, the Customer Care Solutions Center provides remote services through predictive and proactive monitoring and diagnosis of imaging equipment.

Technical Telephone Support: Available 24/7, technical telephone support from the Philips Customer Care Solutions Center.

Clinical Telephone Support: Available during service agreement coverage hours, clinicians answer and support clinical questions related to the correct operation of the imaging system device.

Philips Service Information (PSI):

A dashboard of service status reports for simplifying administrative and regulatory reporting.

Flex Account Option: Budgeted account for training in-house technical team or clinical staff to be used during term of the service agreement.

* All services subject to terms of Philips RightFit Service Agreements.



To learn more

Want to know more about Philips RightFit Service Agreement Value Out-of-Hospital?

Please contact your Philips sales representative or visit www.philips.com/commitment.

