



Bench repair service

Philips RightFit Service Agreement Support Bench

PHILIPS
sense and simplicity

The right fit for fast, reliable repair services

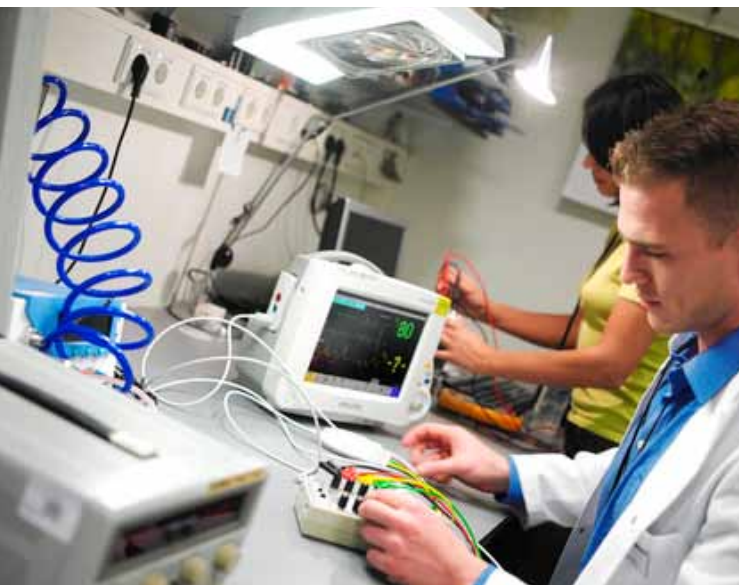
When you utilize Philips bench services for your repair services, you can be confident the parts and workmanship are based on the latest manufacturing specifications and have been thoroughly inspected, calibrated and tested.

Available for select products a Philips RightFit Service Agreement Support Bench addresses your need for express service in today's mission critical healthcare environment. When you purchase monitoring and cardiac care equipment you expect uncompromising clinical performance, an excellent return on your investment and a low cost of ownership. A Philips RightFit Bench agreement harnesses the power of Philips to provide a high level of service delivery to assist you in achieving the clinical and financial results you expect from Philips.

A broad range of value-added features

The RightFit Support Bench Agreement will enhance your ownership experience through:

- A high level of service delivery and priority response
- Return repair of your existing device
- Superb technical expertise
- Technical and clinical phone support
- Performance Assurance (preventative maintenance) coverage at bench option available for some products



Philips leads the industry in customer satisfaction

Year after year, Philips Healthcare Patient Monitoring has been recognized for excellence according to independent IMV ServiceTrak™ surveys.¹ Customers have consistently ranked Philips #1 in Overall Manufacturing System Performance and Probability of Repurchase. In 2011, over 85% of Philips respondents were highly satisfied (rated Philips a 5 or a 6 on a 6 point scale) with Philips for Overall Manufacturer Performance and over 90% were highly satisfied with Philips for Overall Service Performance. The 2011 IMV ServiceTrak – Patient Monitoring Systems report surveyed over 1000 hospitals and is based on 25 attributes assessing satisfaction with manufacturer, system, and OEM service performance.

Services – A full lifecycle solution

The success of your organization depends on people. Philips Services are designed with that in mind – supporting healing environments, developing your staff, improving your organization’s performance, and increasing patient satisfaction.

Utilizing bench services starts with a call to the Philips Customer Care Solutions Center. The Customer Care Solution Center operates around the clock and is staffed with experts trained in knowledge specific to your system, and your needs. Our service team will provide the documentation required to return the product to our bench for repair. The product is returned to Philips and the repair begins. The product is repaired, tested and inspected by Philips technicians per our latest manufacturing specifications. The work is typically completed in six days or less, and the repaired device is returned to you. For select products you may elect to use a loaner unit while your unit is being repaired, if available.

Depend on us. The resources, training, and support we offer enable you to focus on what’s most important – your patients

Philips Customer Services is service that works for you.
 Call our Customer Care Solutions Center at **800-722-9377**.
www.philips.com/healthcare

Philips RightFit Support Bench

Service delivery	
Hours of telephone coverage (24 x 7)	Included
Initial telephone response (2 hours)	Included
Remote services	
Web based self support (InCenter)	Included
Technical telephone support (24 x 7)	Included
Clinician telephone support (24 x 7)	Included
Direct connect to technical engineer	Included
Bench service	
Bench coverage	Included
Bench delivery	Priority
Planned maintenance	
Performance assurance	Optional at bench for specified products

These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. 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.



Philips Healthcare is part of
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¹ ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company which has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.

Please visit www.philips.us/RightFit



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