PHILIPS

*Right*Fit

Service Agreements

Uncompromised **performance**

RightFit Uptime

Do you need optimum service performance to keep your imaging equipment up and running? Philips RightFit Service Agreement Uptime delivers – with an industry-leading 99% uptime guarantee and a variety of other services designed to help you make the most of all your imaging systems.

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.

No time for downtime

RightFit Uptime is our premier offering within the Philips service portfolio for organizations where downtime is not an option. Beyond a 99% uptime guarantee, this all-inclusive agreement provides the highest standard of service delivery. It includes our fastest on-site response and expedited parts delivery – with priority access to our regional parts depots – to ensure that our engineers and parts are on-site when you need them.

With RightFit Uptime, weekday coverage extends beyond our standard 8 a.m. to 5 p.m. service hours until 9 p.m. Plus, we offer the flexibility to schedule planned service maintenance from Monday to Friday, 7 a.m. to midnight, and on Saturday from 8 a.m. to 5 p.m., to help you optimize patient workflow during business hours.

To increase your peace of mind, RightFit Uptime provides technical and clinical telephone support from our USA-based Customer Care Solutions Center. You have instant access to around-the-clock live assistance, as well as 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 RightFit Uptime?

- Maximize patient workflow with the only Philips offering guarantee 99% uptime
- Extended service hours with 8 a.m. to 9 p.m.
- Rapid delivery of parts with expedited service
- Help increase patient throughput during the week with flexible planned maintenance service hours
- Receive a 25% discount on Lifecycle Solutions Catalog purchases

RightFit Uptime services

Service delivery	
Uptime guarantee	99% (UPS and connection to Philips Remote Network required)
Transition Assist	Optional
Labor	
Labor coverage	Monday – Friday, 8 a.m. – 9 p.m. (includes first year warranty)
On-site response	2 hours upon customer request where available
Planned maintenance	Monday – Friday, 7 a.m. – midnight and Saturday, 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	Included
Parts delivery	Expedited
Strategic parts coverage	
Magnet Maintenance Package (Cryogens, Magnet Insurance, Coldhead)	Included
Surface coils	Included
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Included
X-ray tubes, image intensifiers, detectors	Included
Pools	
Parts and strategic parts pools	Optional
Combination pools	Optional
Lifecycle	
Software and hardware updates (Reliability and performance enhancement)	Included
Philips Technology Upgrades (PTU)	Included
Lifecycle Solutions Catalog discount	Free power monitoring and Lifecycle Solutions Catalog purchases discount including UPS at 25% off (not available for glassware purchases)
Customer Care Solution Center	
Remote services	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions enhancements	
Service Management Reports	Philips Service Information, Utilization Essentials, Customer Loyalty Meetings Quarterly
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional

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

Detailed definitions*

Uptime Guarantee: Provides guarantee of equipment availability to scan patients.

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.

Expedited Parts Delivery: Fastest means available including regional parts depot, next flight out or national depot as needed. Priority access to Philips regional parts depots, stocked with critical parts.

Pools: Various pool options offer significant discounts on parts and labor and predictable costs distributed evenly over each year of the agreement.

Philips Technology Upgrades (PTU): Hardware replacement and software upgrades.

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.

Utilization Essentials: Compilation of workflow-related reports for visibility into system utilization and potential opportunities for business improvements.

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

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