



# Unit exchange services

Philips RightFit Service Agreement Support Exchange

**PHILIPS**  
sense and simplicity

# The right fit for fast, reliable exchange services and support

Philips RightFit Support Exchange provides authentic Philips replacement units so you can be confident that they have been inspected, calibrated, and tested based on the latest Philips manufacturing specifications.

Available for select products, a Philips RightFit Service Agreement Support Exchange 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 Exchange agreement harnesses the power of Philips to provide a high level of express service delivery in your marketplace to assist you in achieving the clinical and financial results you expect from Philips.

## **A broad range of value-added features**

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

- A high level of express service delivery and priority response
- Next day exchange
- Superb technical expertise
- Technical and clinical phone support

Philips RightFit Exchange provides next day unit exchange for your covered equipment. The exchange unit is a Philips refurbished unit that has been remanufactured to factory standards at the Philips Repair Center.



## **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.<sup>1</sup> 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.

Exchange services start with a call to Philips Customer Care Solution 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 technical experts assist your team by identifying the replacement unit and ordering it to be delivered priority to your facility. Your site receives the replacement, the system is repaired by your staff and quickly returned to use. The damaged unit is returned to Philips to complete the process.

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](http://www.philips.com/healthcare)

### Philips RightFit Support Exchange

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
Clinical telephone support (24 x 7)	Included
Direct connect to technical engineer	Included
Exchange service	
Exchange coverage	Included
Exchange delivery	Priority
Planned maintenance	
Performance assurance	Not available*

\* Performance assurance (planned maintenance) is not available with unit exchange.

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.



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<sup>1</sup> 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](http://www.philips.us/RightFit)



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