PHILIPS

Exhibit 19
Terms for Clinical Informatics Hardware Support Coverage (Rev 27)

1. If included in the Agreement, Philips or Philips designated third parties will provide hardware support Services during standard coverage hours, Monday through Friday, 8:00 AM to 5:00 PM local time, excluding Philips-recognized holidays. Hardware support coverage provides Customer's technical or biomed support organization with clinical and technical phone support, troubleshooting, parts or repairs as follows:

1.1 Support Parts. If included in the Agreement, then Philips will provide the technical and clinical phone support as well as parts for corrective services for Equipment hardware covered under this Exhibit. Unless otherwise specified, parts will be shipped via priority delivery.

2. **Exchange.**

2.1 If the Agreement includes Exchange coverage, then Philips will provide technical and clinical phone support as well as determine whether corrective maintenance for particular Equipment components will include Equipment exchange instead of parts. Defective, broken, or otherwise replaced components will become Philips property and will be promptly removed from the Site. Unless otherwise specified, exchange Equipment will be shipped via priority delivery.

3. **On-site.**

3.1 Philips or Philips designated Original Equipment Manufacturer (OEM) Service representatives or third parties will provide the parts, labor and travel for corrective Services for Hardware covered in the Agreement Monday through Friday, 8:00 AM to 5:00 PM local time.