



**PHILIPS**

*RightFit*

Service Agreements

# Flexible **advantage**

## **RightFit Primary**

Would you like the freedom to pick and choose the service coverage options that make sense for your business? That's exactly what you get with Philips RightFit Service Agreement Primary – a complete offering.

# 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.

## Shape your service agreement to your business

RightFit Primary is a customizable offering from the Philips RightFit service portfolio. It gives you the flexibility to tailor your service coverage to the unique needs of your facility. Primary includes full parts coverage and a 98% uptime guarantee, along with a four-hour, on-site response time to keep your systems operating at peak capacity.

RightFit Primary also includes technical and clinical 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.

Beyond these fundamental services, you can choose from a wide range of options. These include strategic parts coverage to protect your equipment's most at-risk

proprietary parts; extended coverage hours for corrective and preventative maintenance; and after-hours planned maintenance by trained Philips service engineers to help drive productivity during working hours.

Your medical facility is unlike any other, and now there's a service agreement to match.

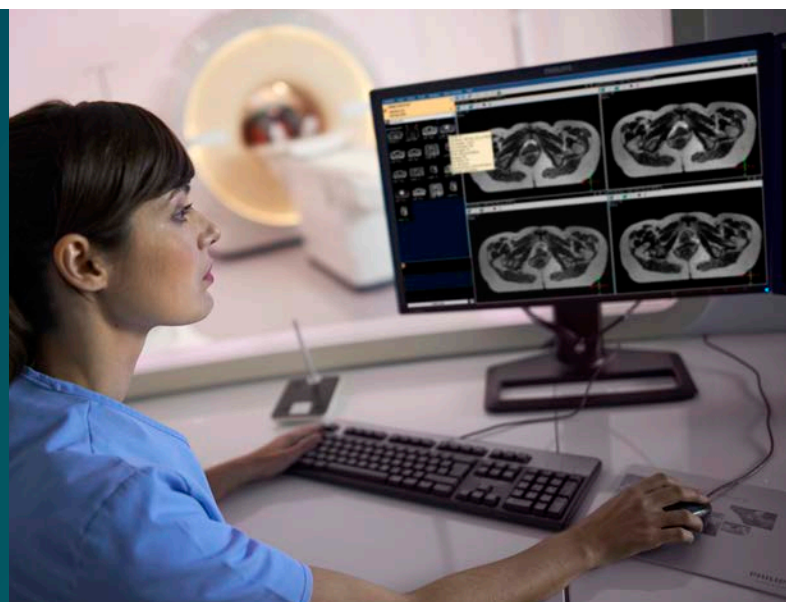
## Multi-Vendor Services also available

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 Primary?

- Reduce unexpected bills for critical parts needed to maintain or repair your system with full parts coverage
- Take advantage of lower pricing in exchange for reduced uptime and response times\*
- Experience peace of mind knowing that your equipment is being maintained according to OEM standards with planned maintenance

\* Available to customers in remote areas



## RightFit Primary services

Service delivery	
Uptime guarantee	98% (connection to Philips Remote Network required)
Transition Assist	Optional
Labor	
Labor coverage	Monday – Friday, 8 a.m. – 5 p.m.
On-site response	4 hours upon customer request where available
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	Included
Parts delivery	10:30 a.m. 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
Combination pools	Optional
Lifecycle	
Software and hardware updates (Reliability and performance enhancement)	Included
Philips Technology Upgrades (PTU)	Optional
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 15% off (not available for glassware purchases, excludes UPS)
Customer Care Solution Center	
Remote diagnostics	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions enhancements	
Service Management Reports	Philips Service Information Eligible. 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\*

**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.

**10:30 a.m. Parts Delivery:** 10:30 a.m. next day drop.

**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.

**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 Primary? Please contact your Philips sales representative or visit [www.philips.com/commitment](http://www.philips.com/commitment).

