



PHILIPS

RightFit

Service Agreements

Robust **security**

RightFit Protection

Are you looking to reduce the burden of keeping your imaging systems up and running, so you can shift your attention to delivering excellent patient care? Philips RightFit Service Agreement Protection provides the freedom to do just that.

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.

Leave service and support to Philips

RightFit Protection is an extensive offering for organizations that want the security of knowing that their service needs are in good hands. This robust service solution includes our extended weekday coverage from 8 a.m. to 9 p.m., strategic parts coverage to protect your most at-risk proprietary parts, and earliest next-day parts delivery.

For further peace of mind, RightFit Protection provides 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.

With a 98% uptime guarantee, you can feel confident that your systems are maintained at the highest OEM standards.

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 Protection?

- Get complete protection for your organization's most at-risk parts with strategic parts coverage
- Gain extended service hours with 8 a.m. to 9 p.m. weekday coverage
- Help ensure parts delivery and faster problem resolution with earliest next-day shipping
- Manage your budget with regular service payments and no unexpected costs
- Free up more time to deliver quality patient care



RightFit Protection services

Service delivery	
Uptime guarantee	98% (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	4 hours upon customer request where available
Planned maintenance	Monday – Friday, 8 a.m. – 9 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	Earliest available next day
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)	Optional
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 20% off (not available for glassware purchases, excludes UPS)
Customer Care Solution Center	
Remote services	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions enhancements	
Service Management Reports	Philips Service Information, Customer Loyalty Meetings Annually
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.

Earliest Parts Delivery: Earliest next day drop available in geography.

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

