

# Ultrasound RightFit Support Services

Hardware and software coverage	
Standard hours of coverage	Monday – Friday 8 a.m. – 5 p.m.
Priority response	Included
Labor and travel	Included
Parts	Included
Performance assurance	
Planned Maintenance	1 per year
Additional Planned Maintenance	Optional
Upgrades and updates*	
System upgrade discounts	35%
Transducer discounts	35%
System software updates	Included
Remote services	
Technical support	Included
Clinical applications support	Included
Remote diagnostics	Included
Remote desktop	Included
Education and training	
Biomedical engineer training (tuition)	Included
Philips Learning Center	Optional
On-site clinical education	Optional
Supplemental coverage	
Accidental transducer damage protection discount	50%
TEE Primary coverage**	Optional
TEE Assist coverage**	Optional
Solution enhancements	
On-board diagnostics	Included
InCenter web access	Included

\* Upgrades do not include platform changes

\*\* Available as stand-alone service agreements

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