



PHILIPS

RightFit

Service Agreements

Ultrasound

Peace of mind with exceptional coverage

Philips RightFit Service Agreement **Primary for Ultrasound**

RightFit Primary gives you the flexibility to tailor your service coverage to the unique needs of your facility. RightFit 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.

The right fit for exceptional coverage

Beyond these fundamental services, you can choose from a wide range of options. These include transducer coverage to protect your equipment's most at-risk proprietary parts and clinical education to ensure staff knowledge is at its best. Your medical facility is unlike any other, and now there's a service agreement to match.

We're here to support you

Dedicated local, factory-trained service engineers provide award-winning service and solutions. Your Philips service engineer provides excellent protection for your investment. You have the confidence of knowing that the full resources and knowledge of Philips support you to achieve higher productivity and peak performance.

The Philips Customer Care Solutions Center has a full team of experts – technical and clinical applications associates – to support you. Philips Remote Services links your Philips ultrasound equipment to our Remote Services Network, enabling and accelerating remote clinical and technical support, problem diagnosis, proactive monitoring, and corrective maintenance.

The tangible benefits of Philips RightFit Service Agreement Primary

- Peak equipment performance
- 98% equipment uptime guarantee
- 4-hour on-site service
- Skilled technical expertise
- Genuine Philips replacement parts
- Planned Maintenance
- Remote services
- Technical and clinical applications support
- System enhancement and upgrade discounts

¹ServiceTrak 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.

Ultrasound

Philips leads industry in customer satisfaction

Year after year, Philips Healthcare Ultrasound has been recognized for excellence according to independent IMV ServiceTrak™ surveys.¹ Customers have consistently ranked Philips #1 in overall performance and #1 in overall manufacturer satisfaction with the highest marks in customer satisfaction for all Ultrasound Systems, including Cardiology, Radiology, and OB/GYN.

Over 2,000 customers ranked services on the following criteria:

- Manufacturer satisfaction
- System performance
- Service agreement satisfaction
- Service performance
- Phone support
- Remote services
- Service engineer performance
- Emergency service performance



A broad range of value-added features and options

Our flexible, effective solutions give you the power of choice in service. Your Philips RightFit Service Agreement Primary provides comprehensive protection with additional features such as generous upgrade and education discounts. You may choose to enhance the agreement with options for on-site clinical training, supplemental transducer coverage, and extended system maintenance.

The success of your organization depends on people. Philips RightFit Service Agreements are designed with that in mind – developing your staff, improving your organization’s efficiency, and increasing patient satisfaction. Philips Customer Services supports you in every way, assuring there is no compromise between productivity and patient care.

Philips Customer Services is service that works for you. Call our Customer Care Solutions Center at **800-722-9377**.
www.philips.com/uscustomerservices



Philips RightFit Primary for Ultrasound

Hardware and software coverage

Standard hours of coverage	Monday – Friday 8 a.m. – 5 p.m.
4 hour on-site response	Included
Labor and travel	Included
Standard Parts coverage	Included
Preferred labor rates	Included

Performance assurance

98% equipment uptime guarantee	Included
Planned Maintenance*	Included
Additional Planned Maintenance	Optional

Upgrades and updates**

System upgrade discounts	35%
Transducer discounts	35%
Software updates	Included

Remote services

Technical support	Included
Clinical applications support	Included
Remote diagnostics	Included
Remote desktop	Included
Proactive monitoring	Included

Education and training

On-site clinical education	Optional
Biomedical engineer training (tuition)	Optional**

Supplemental coverage

Accidental transducer damage protection discount	50%
TEE Primary coverage***	Optional
TEE Assist coverage***	Optional

Solutions enhancements

On-board diagnostics	Included
Utilization Reports	Included

* Per Philips manufacturer specifications performed during standard hours of coverage.

** 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.

