

Philips RightFit Service Agreements for Imaging Systems

Saudi Arabia

Value PM

Value

Select

Support

Protection

Primary

Protection Plus

Parts and Labor coverage

Labor and Travel CM	X	✓	✓	2nd line (expert) support	✓	✓	✓
Labor Delivered Remotely	X	✓	✓	✓	✓	✓	✓
Labor and Travel PM	✓	✓	✓	✓	✓	✓	✓
Normal Parts Coverage	X	X	✓	X	✓	✓	✓
SW and HW Update	✓	✓	✓	✓	✓	✓	✓
SW and HW Upgrade	X	X	X	X	X	X	X
Technical Phone Support	✓	✓	✓	✓	✓	✓	✓

System Availability

Initial Response Time	X	4hr	2hr	4hr	4hr	2hr	0.5hr
Onsite Response Time	X	next business day	next business day	next business day	next business day	next business day	4hr
Remote Support	✓	✓	✓	✓	✓	✓	✓
Proactive Remote Support	X	X	X	X	✓	✓	✓
Uptime Guarantee	X	X	X	X	90%	95%	95%



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CM and PM windows

Corrective Maintenance Window	X	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	X
Corrective Maintenance Window	X	X	X	X	X	X	X	8:30-20:30 Sa-Thu
Corrective Maintenance Window	X	X	X	X	X	X	X	Optional: 24h * 7 days
Preventive Maintenance Window	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu	8:30-17:30 Su-Thu
Preventive Maintenance Window	X	X	X	X	X	X	X	Optional: 8:30-20:30 Sa-Thu

Strategic Parts Coverage

Strategic Parts Included	X	X	Block of parts	X	X	✓	✓
Helium Coverage	X	X	Optional	X	X	✓	✓
Chillers Coverage	X	X	Optional	X	X	Optional	Optional
Injectors Coverage	X	X	Optional	X	X	Optional	Optional

