



# Quality service options for transesophageal transducers

Philips RightFit Service Agreement for Ultrasound TEE

**PHILIPS**

# The right fit for optimal transducer performance

A Philips RightFit Service Agreement enhances your ability to achieve clinical excellence in ultrasound by covering the unique maintenance and support requirements of your highly sensitive, invasive transesophageal (TEE) transducers. When you purchase the latest ultrasound imaging equipment, you expect uncompromising clinical performance and an excellent return on your investment. Philips TEE support coverage harnesses the power of Philips to pro-actively maintain your TEE transducers, so you can achieve the clinical and financial results you need.

## Ultrasound

### Philips leads industry in customer satisfaction

Year after year, Philips Healthcare Ultrasound has been recognized for excellence according to independent IMV ServiceTrak™ surveys.<sup>1</sup> 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 choice of service agreements

Two RightFit Service Agreements are available. Both pay dividends through the assurance of improved TEE transducer performance and expert service at lower costs.

- RightFit Primary TEE provides comprehensive protection against normal wear.
- RightFit Assist TEE covers half the cost you incur when replacing transducers due to normal wear.

The tangible benefits of RightFit TEE support will maximize your ownership experience. Philips has

the capacity and expertise to deliver a full range of innovative services you can depend on. Our flexible, effective solutions assure you the power of choice without compromise in service expectation. 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/healthcare](http://www.philips.com/healthcare)

### Philips RightFit Service Agreement TEE Comparison

Features	RightFit Primary TEE	RightFit Assist TEE
Standard hours of coverage	Monday – Friday 8 a.m. – 5 p.m.	Monday – Friday 8 a.m. – 5 p.m.
Next day on-site response	Included	Included
Accidental transducer damage protection discount	50%	50%
Planned Maintenance*	Included	Included
Telephone support	Included	Included
Exchanges for normal, non-accidental failure	100%	50%

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

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.



X7-2t 3D TEE transducer

<sup>1</sup> ServiceTrak 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.

**Philips Healthcare is part of Royal Philips**

How to reach us

[www.philips.com/healthcare](http://www.philips.com/healthcare)

[healthcare@philips.com](mailto:healthcare@philips.com)

Please visit [www.philips.us/RightFit](http://www.philips.us/RightFit)



© 2013 Koninklijke Philips N.V.  
All rights are reserved.

Philips Healthcare reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.

Printed in USA  
4522 962 99471 \* DEC 2013