



PHILIPS

RightFit

Service Agreements

Ultrasound

For a **competitive advantage**

Philips RightFit Service Agreement **Protection for Ultrasound**

When you purchase the latest ultrasound imaging equipment, you expect uncompromising clinical performance and an excellent return on your investment. Philips RightFit Service Agreement Protection offers the most comprehensive equipment coverage available.

The right fit for premium performance

RightFit Protection service assures the highest levels of system uptime and service delivery, and includes value-added features like free online education credits. When your equipment performs optimally, your patients benefit and you achieve the clinical and financial results you need to gain a competitive advantage in your marketplace.

We're here to support you

Local, factory-trained, field service engineers provide award-winning service and solutions. Our advanced logistics network assures replacement parts are on-site at your facility when you need them. You'll enjoy higher productivity, increased efficiency and peak operating performance. And the Philips Customer Care Solutions Center has a full team of medical experts – technical, clinical applications, and Philips Healthcare Informatics associates – ready to provide immediate support.

System uptime and service quality are our priorities. Philips Remote Services is an advanced, virtual private network that links your Philips ultrasound equipment to experts who provide immediate support. They can manage your equipment remotely

by accessing the same operational functions you do. Leveraging remote resolution capabilities to provide a rapid response, RightFit Protection comes with guaranteed uptime.

The tangible benefits of Philips RightFit Service Agreement Protection

- 98% equipment uptime guarantee
- 4-hour on-site response
- Genuine Philips replacement parts
- Rapid remote response
- Exceptional technical expertise
- Peak equipment performance
- Clinical application support
- Online clinical education courses
- Planned Maintenance
- System upgrade and education discounts

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 Protection provides peak system availability with additional features such as generous upgrade 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

1 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 RightFit Protection 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

Uptime guarantee	98%
Planned Maintenance	2 per year
Additional Planned Maintenance	Optional

Upgrades and updates¹

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

Remote services

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

Education and training

Online learning center	30 CEUs per year
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

* Upgrades do not include platform changes.

** Biomedical engineer training is required if your in-house engineer has not yet been trained.

*** 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.

