## Philips RightFit Service Agreements for Imaging Systems

Saud	i Arabia	Value PM	Value	Select	Support	Protection	Primary	Protection Plus
Parts and Labor coverage	Labor and Travel CM	X	$\checkmark$	$\checkmark$	2nd line (expert) support	$\checkmark$	$\checkmark$	$\checkmark$
	Labor Delivered Remotely	x	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
	Labor and Travel PM	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
	Normal Parts Coverage	x	x	$\checkmark$	x	$\checkmark$	$\checkmark$	$\checkmark$
	SW and HW Update	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
	SW and HW Upgrade	x	x	x	x	x	x	x
	Technical Phone Support	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
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	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
	Proactive Remote Support	x	X	x	x	$\checkmark$	$\checkmark$	$\checkmark$
	Uptime Gurantee	x	x	x	x	90%	95%	95%

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i Arabia	Value PM	Value	Select	Support	Protection	Primary	Protection Plus
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	X
Corrective Maintenance Window	x	x	x	x	x	x	8:30-20:30 Sa-Thu
Corrective Maintenance Window	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
Preventive Maintenance Window	x	x	x	x	x	x	Optional: 8:30-20:30 Sa-Thu
Strategic Parts Included	x	x	Block of parts	x	x	$\checkmark$	$\checkmark$
Helium Coverage	x	x	Optional	X	X	$\checkmark$	$\checkmark$
Chillers Coverage	x	x	Optional	x	x	Optional	Optional
Injectors Coverage	x	x	Optional	x	x	Optional	Optional
	Corrective Maintenance Window Corrective Maintenance Window Corrective Maintenance Window Preventive Maintenance Window Preventive Maintenance Window Strategic Parts Included Helium Coverage Chillers Coverage	Corrective Maintenance WindowXCorrective Maintenance WindowXCorrective Maintenance WindowXPreventive Maintenance Window8:30-17:30 Su-ThuPreventive Maintenance WindowXPreventive Maintenance WindowXStrategic Parts IncludedXHelium CoverageXChillers CoverageX	Corrective Maintenance WindowX8:30-17:30 Su-ThuCorrective Maintenance WindowXXCorrective Maintenance WindowXXPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance WindowXXPreventive Maintenance WindowXXStrategic Parts IncludedXXHelium CoverageXXChillers CoverageXX	Corrective Maintenance WindowX8:30-17:30 Su-Thu8:30-17:30 Su-ThuCorrective Maintenance WindowXXXCorrective Maintenance WindowXXXPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance WindowXXXPreventive Maintenance WindowXXXStrategic Parts IncludedXXBlock of partsHelium CoverageXXOptionalChillers CoverageXXOptional	Corrective Maintenance WindowX8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuCorrective Maintenance WindowXXXXCorrective Maintenance WindowXXXXPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance WindowXXXXPreventive Maintenance WindowXXXXStrategic Parts IncludedXXBlock of partsXHelium CoverageXXoptionalXChillers CoverageXXoptionalX	Corrective Maintenance WindowX8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuCorrective Maintenance WindowXXXXXCorrective Maintenance WindowXXXXXPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance Window8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-Thu8:30-17:30 Su-ThuPreventive Maintenance WindowXXXXPreventive Maintenance WindowXXXXPreventive Maintenance WindowXXXXPreventive Maintenance WindowXXBlock of partsXXPreventive Maintenance WindowXXBlock of partsXXChillers CoverageXXOptionalXX	Corrective Maintenance WindowX8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-ThuCorrective Maintenance WindowXXXXXCorrective Maintenance WindowXXXXXCorrective Maintenance WindowXXXXXPreventive Maintenance Window8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-ThuPreventive Maintenance Window8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-Thu8:30-17:30 su-ThuPreventive Maintenance WindowXXXXXPreventive Maintenance WindowXXXXStrategic Parts IncludedXXBlock of partsXX✓Helium CoverageXXOptionalXXOptionalChillers CoverageXXOptionalXXOptional