Philips RightFit Service Agreements for Imaging Systems

Gulf		Value PM	Value	Select	Support	Primary	Protection	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	6hr	next business day	next business day	6hr	4hr
	Remote Support	✓	✓	✓	✓	✓	✓	✓
	Proactive Remote Support	x	x	x	X	✓	✓	✓
	Uptime Gurantee	x	X	x	X	90%	95%	95%

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	Value PM	Value	Select	Support	Primary	Protection	Protection Plus
Corrective 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	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	✓	✓
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
	Window Corrective Maintenance Window Corrective Maintenance Window Preventive Maintenance Window Preventive Maintenance Window Strategic Parts Included Helium Coverage Chillers Coverage	Corrective Maintenance Window Corrective Maintenance Window Corrective Maintenance Window Preventive Maintenance Window Preventive Maintenance Window A Strategic Parts Included X Helium Coverage X Chillers Coverage X	Corrective Maintenance Window X 8:30-17:30 Su-Thu Corrective Maintenance X X X Corrective Maintenance X X X Preventive Maintenance Window 8:30-17:30 Su-Thu Preventive Maintenance Window X X Strategic Parts Included X X X Helium Coverage X X Chillers Coverage X X	Corrective Maintenance Window X 8:30-17:30 Su-Thu 8:30-17:30 Su-Thu Corrective Maintenance Window X X X X Corrective Maintenance X X X X X Preventive Maintenance Window 8:30-17:30 Su-Thu 8:30-17:30 Su-Thu Preventive Maintenance X X X X X Strategic Parts Included X X X X Helium Coverage X X X Optional Chillers Coverage X X Optional	Corrective Maintenance Window X X X X X X X X X X X X X X X X X X X	Corrective Maintenance Window X 8.30-17:30 Su-Thu 8.30-17:30 Su-Th	Corrective Maintenance Window X 8:30-17:30 Su-Thu X X X X X X X X X X X X X X X X X X X