

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	✗	✓	✓	2nd line (expert) support	✓	✓	✓
	Labor Delivered Remotely	✗	✓	✓	✓	✓	✓	✓
	Labor and Travel PM	✓	✓	✓	✓	✓	✓	✓
	Normal Parts Coverage	✗	✗	✓	✗	✓	✓	✓
	SW and HW Update	✓	✓	✓	✓	✓	✓	✓
	SW and HW Upgrade	✗	✗	✗	✗	✗	✗	✗
	Technical Phone Support	✓	✓	✓	✓	✓	✓	✓
System Availability	Initial Response Time	✗	4hr	2hr	4hr	4hr	2hr	0.5hr
	Onsite Response Time	✗	next business day	6hr	next business day	next business day	6hr	4hr
	Remote Support	✓	✓	✓	✓	✓	✓	✓
	Proactive Remote Support	✗	✗	✗	✗	✓	✓	✓
	Uptime Guarantee	✗	✗	✗	✗	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	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 Coverage	Strategic Parts Included	X	X	Block of parts	X	X	✓	✓
	Helium Coverage	X	X	Optional	X	X	Optional	Optional
	Chillers Coverage	X	X	Optional	X	X	Optional	Optional
	Injectors Coverage	X	X	Optional	X	X	Optional	Optional

