

# Philips RightFit Service Agreements for Imaging Systems

| Saudi Arabia             |                          | 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 | next business day | next business day         | next business day | next business day | 4hr             |
|                          | Remote Support           | ✓        | ✓                 | ✓                 | ✓                         | ✓                 | ✓                 | ✓               |
|                          | Proactive Remote Support | X        | X                 | X                 | X                         | ✓                 | ✓                 | ✓               |
|                          | Uptime Guarantee         | X        | X                 | X                 | X                         | 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:<br>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:<br>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                       |

