



**PHILIPS**

***RightFit***

Service Agreements

Ultrasound

# Performance assurance for your investment

Philips RightFit Service Agreement **Planned Maintenance for Ultrasound**

Excellent service is the centerpiece of Philips RightFit Service Agreement Planned Maintenance. RightFit Planned Maintenance ensures that your ultrasound equipment meets your high standards as well as OEM requirements.

# The right fit for quality assurance

Planned Maintenance (PM) inspections and OEM support ensure that your diagnostic imaging system is calibrated and operating within OEM specifications. It's critical that your equipment operates efficiently. Your patients expect it, your staff depends on it and your department's compliance regulations demand it.

RightFit Planned Maintenance keeps your ultrasound system operating at peak performance with priority response, regularly scheduled Planned Maintenance inspections, access to our technical and applications telephone support staff and software updates.

## **We're here to support you**

Dedicated local, factory-trained service engineers provide award-winning service and solutions. Your Philips service engineer provides excellent protection for your investment. You have the confidence of knowing that the full resources and knowledge of Philips support you to achieve higher productivity and peak performance.

The Philips Customer Care Solutions Center has a full team of experts – technical and clinical applications associates – to support you. Philips Remote Services

links your Philips ultrasound equipment to our Remote Services Network, enabling and accelerating remote clinical and technical support and problem diagnosis.

## **The tangible benefits of Philips RightFit Service Agreement Planned Maintenance**

- Planned Maintenance
- Technical and clinical applications and support
- 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.<sup>1</sup> 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 Planned Maintenance provides comprehensive protection with additional features such as generous upgrade and education 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](http://www.philips.com/uscustomerservices)

## Philips RightFit Planned Maintenance for Ultrasound

Hardware and software coverage	
Standard hours of coverage	Monday – Friday 8 a.m. – 5 p.m.
Preferred labor rates	Included
Performance assurance	
Planned Maintenance*	Included
Additional Planned Maintenance	Optional
Upgrades and updates**	
Software updates	Included
Remote services	
Technical support	Included
Clinical applications support	Included
Supplemental coverage	
TEE Primary coverage***	Optional
TEE Assist coverage***	Optional

\* Per Philips manufacturer specifications performed during standard hours of coverage.

\*\* Upgrades do not include platform changes.

\*\*\* 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.



<sup>1</sup>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.

