



PHILIPS

RightFit

Service Agreements

Core reinforcement

RightFit Assist

If you're looking to match your service coverage to your budget and resource requirements, Philips RightFit Service Agreement Assist is the most flexible choice – an à la carte solution for customers with in-house engineering teams.

Designed around you

Philips RightFit Service Agreements include a comprehensive range of agreement options to best fit your service needs. All offer a great service experience, open communications, and a hands-on approach with Philips. And all were created with you in mind. So no matter which one aligns with your strategic vision and service priorities, it will be the right fit – for you.

The service solution that grows as you do

RightFit Assist is a customizable offering from the Philips RightFit service portfolio that delivers diagnostics software licenses for system access and service documentation. It also includes unlimited technical telephone support from our USA-based Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and remote diagnostic services.

Beyond the core offering, you can select a full range of service options including full parts coverage, strategic parts coverage, and parts and labor pools to tailor RightFit Assist to the needs of your team.

Even choose standard and high-end service options previously reserved for premium comprehensive service agreements.

What's more, RightFit Assist offers you the flexibility to change your service coverage annually as your needs change and the skills of your in-house team grow. It's one more way Philips is working together with you to make a difference.

Why RightFit Assist?

- Take advantage of unprecedented flexibility to build a custom service agreement that meets the specific needs of your facility
- Help minimize expenses and reduce risk with dollar-based pools of parts, labor, or a combination of both parts and labor
- Help reduce spending with pools of strategic parts across multiple systems
- Develop the skills and expertise of your in-house team with OEM-designed and certified training



RightFit Assist services

Labor	
Labor coverage	Optional, Monday – Friday, 8 a.m. – 5 p.m.
On-site response	Next day
Planned maintenance	Optional
Preferred labor rates	Included
Diagnostics licensing and documentation	Included (requires completion of customer engineer training)
Parts	
Standard parts coverage	Optional
Parts delivery	Next day
Strategic parts coverage	
Magnet Maintenance Package (Cryogenics, Magnet Insurance, Coldhead)	Optional
Surface coils	Optional
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Optional
X-ray tubes, image intensifiers, detectors	Optional
Pools	
Parts and strategic parts pools	Optional
Labor pool	Optional
Combination pools	Optional
Lifecycle	
Software and hardware updates (Reliability and performance enhancement)	Included
Philips Technology Upgrades (PTU)	Optional including labor
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 10% off (not available for glassware purchases, excludes UPS)
Customer Care Solution Center	
Remote diagnostics	Included
Technical telephone support	Included, option to remove for 25% discount
Clinical telephone support	Optional
Solutions enhancements	
Service Management Reports	Philips Service Information Eligible. Reports available upon request
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional

Availability of all options depends on system type and software release levels.

Detailed definitions*

Labor coverage: The defined local available service hours for the service agreement.

On-site labor response: Upon customer request, the time for a qualified Philips field service engineer to arrive at the customer site to perform maintenance services.

Planned maintenance: Activities performed according to an equipment schedule to review safety, image quality, calibrations, equipment cleaning, performance trials and any other planned service prescribed by Philips.

Pools: Various pool options offer significant discounts on parts and labor and predictable costs distributed evenly over each year of the agreement.

Next day parts delivery: Delivery next business day.

Philips Technology Upgrades (PTU): Hardware replacement and software upgrades.

Lifecycle solutions catalog: Catalog of accessories and small upgrades.

Remote services: Operating 24/7, the Customer Care Solutions Center provides remote services through predictive and proactive monitoring and diagnosis of imaging equipment.

Clinical telephone support: Available during service agreement coverage hours, clinicians answer and support clinical questions related to the correct operation of the imaging system device.

Philips Service Information (PSI):

A dashboard of service status reports for simplifying administrative and regulatory reporting.

Flex account option: Budgeted account for training in-house technical team or clinical staff to be used during term of the service agreement.

* All services subject to terms of Philips RightFit Service Agreements.



To learn more

Want to know more about Philips RightFit Service Agreement Assist? Please contact your Philips sales representative or visit www.philips.com/commitment.

