



PHILIPS

Service Agreements

Bench repair service

Philips Depot Bench Service Agreement

The right fit for fast, reliable repair services

When you utilize Philips bench services for your repair and preventive maintenance services, you can be confident the parts and workmanship are based on the latest manufacturing specifications and have been thoroughly inspected, calibrated and tested.

Available for select products a Philips Depot Bench Service Agreement addresses your need for express service in today's mission critical healthcare environment. When you purchase Philips solutions you expect uncompromising clinical performance, an excellent return on your investment and a low cost of ownership. A Philips Depot Bench Service Agreement harnesses the power of Philips to provide a high level of service delivery to assist you in achieving the clinical and financial results you expect from Philips.

A broad range of value-added features

The Depot Bench Service Agreement will enhance your ownership experience through:

- A high level of service delivery and priority response
- Return repair of your existing device
- Superb technical expertise
- Technical and clinical phone support
- Performance Assurance (preventative maintenance coverage at bench option available for some products)



Services – A full lifecycle solution

The success of your organization depends on people. Philips Services are designed with that in mind – supporting healing environments, developing your staff, enhancing your organization’s performance, and increasing patient satisfaction.

Utilizing bench services starts with a call to the Philips Customer Care Solutions Center. The Customer Care Solution Center operates around the clock and is staffed with experts trained in knowledge specific to your system, and your needs. Our service team will provide the documentation required to return the product to our bench for repair. The product is returned to Philips and the repair begins. The product is repaired, tested and inspected by Philips technicians per our latest manufacturing specifications utilizing genuine Philips service parts. The work is typically completed in five days or less, and the repaired device is returned to you. For select products you may elect to use a loaner unit while your unit is being repaired, if available.

Depend on us. The resources, training, and support we offer enable you to focus on what’s most important – your patients. Philips Customer Services is service that works for you. Call our Customer Care Solutions Center at **800-722-9377**.

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Service delivery	Standard
Hours of telephone coverage	24 x 7
Initial telephone response	2 hours
Remote services	
Web based self support (InCenter)	Included
Technical telephone support	24 x 7
Clinician telephone support	24 x 7
Direct connect to technical engineer	Included
Bench service	
Bench coverage	Included
Bench delivery	Priority
Planned maintenance	
Performance assurance	Optional for specified products
Loaner coverage	Optional for select products

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 Philips solutions are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.



For additional details, please visit www.philips.com/rightfit or contact your Philips representative.

