

# Standard Agreement Deliverables

## Getinge Care Premium

### Features

- Annual preventive maintenance parts (if required).
- Annual preventive maintenance labor.
- Unscheduled maintenance (callback) parts.
- Unscheduled maintenance (callback) labor.
- Getinge Online Premium (Infection Control only).
- Telephone response – 2 hours.
- Onsite response – one business day (or as agreed upon per event).
- 98% Uptime Guarantee.

*Note: All labor to be conducted during normal business hours, Monday to Friday. Does not include parts outlined in the Exclusions listed below.*

### Exclusions

Tables: pads and accessories.

Sterilizers and Washers: accessories loading carts and carriages, descaling (boilers), consumables replenishment (DMS) and accessories (Washers and Sterilizers) are not covered. Sterilizer chambers (10-year warranty from installation), Washer chambers (1-year warranty from installation).

All equipment: daily, weekly and/or monthly cleaning (externally or internally if applicable) are excluded from this service agreement.

Software upgrades, repair of damage considered an Act of God, damage caused by operator error, damage caused by not following OEM cleaning recommendations outlined in the OEM User Manual (including chemical type used or frequency of cleaning not followed). All calls due to utility issues including component failures due to prolonged usage with improper utilities are not covered.

It is the responsibility of the customer to have the equipment available for service which includes cleaned and safe for maintenance. Any additional labor waiting for equipment availability is excluded from this agreement. Supporting of other vendors for additional troubleshooting/testing above and beyond the release of equipment by Getinge for use will be excluded.

### Pricing

Parts and labor discounts are determined by GPO, IDN and/or new capital equipment spend levels.

### Uptime Guarantee

- Calculated on 24/7 schedule over full 12-month period on a per-unit basis.
- Based on maximum 2,500 cycles annually (Sterilizers and Washers only).
- Scheduled maintenance downtime excluded.
- OEM parts and service must be used.
- Downtime not calculated if caused by operator error or utility Issues.
- Void if non OEM maintenance used.
- Void if operator level maintenance is not followed.
- Measurement requires Getinge Online.

**For answers to specific questions contact Getinge USA Sales LLC.**

**For additional information, please visit [www.getinge.com/service](http://www.getinge.com/service) or call the Customer Service Center at 888 9GETUSA.**

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