

# Standard Agreement Deliverables

## Getinge Care Professional

### Features

- Annual preventive maintenance parts (if required)
- Annual preventive maintenance labor
- Unscheduled maintenance (callback) parts
- Unscheduled maintenance (callback) labor
- Getinge Online (Infection Control only)
- Telephone response – 4 hours
- Onsite response – two business days (or as agreed upon per event)
- 96% Uptime guarantee

*Note: All labor to be conducted during normal business hours, Monday to Friday (8:00 am to 5:00 pm local time).*

### Exclusions

- Lights/Booms: handles, spring-arms (replacement only), power supply, endcaps, and incandescent light bulbs
- Surgical Tables: pads and accessories, column and base cover, corded and IR hand pendants, power cords and hinge plates (cover plates), and batteries
- RO Systems: RO membranes and filters (1 set annually), control components, and sanitization
- Boilers: heating elements (1 set annually), pump, floats, control components, and descaling
- Sonic Cleaners: sonic transducer assemblies, sonic generators, titanium rods (Triton Series), control components, water tanks, and reservoirs discoloration
- Washers: circulating pumps, control components, HEPA filters (1 annually), paper, ink cartridges, and loading accessories
- Sterilizers: vacuum pumps, control components, rupture discs, load probes, pressure transducers, ventilator fan motors & seals, heat exchanges (internal or external), chamber cleaning, paper, ink cartridges, and loading accessories
- All equipment: daily, weekly and/or monthly cleaning (externally or internally if applicable), are excluded from this service agreement
- Damage caused by not following OEM cleaning recommendations outlined in the OEM user manual. This includes chemical used for cleaning and adherence to cleaning frequency recommendations. 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 clean, safe, and available for service or maintenance. Any labor incurred while waiting for equipment availability is excluded from this agreement. The cost of support from vendors other than Getinge for troubleshooting/testing, above and beyond the release of the equipment for use by Getinge, will be excluded.

### Pricing

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

### Uptime Guarantee

- Measurement requires Getinge Online.
- 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.

**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.**