



Getinge Care

At your service

GETINGE 



Getinge Care

Maximize uptime

A Getinge Care service agreement maximizes the long-term value of your investment.

Whether you have a full biomedical department on site, or limited in-house personnel, we have a service package that is tailored to your needs. Getinge Care helps you to achieve optimum performance to maximize the value of your equipment.



Help ensure safety

You rely on our equipment to deliver top-tier care for your patients. We know our products better than anyone else. Our global service network ensures a high quality of care for the complete product range.



Maximum uptime

By following a routine preventive maintenance schedule, Getinge Care keeps things running smoothly. If you need urgent attention, our certified service representatives will promptly support you and resolve the issue.



Cost control

How many purchase orders are you processing every year? With a Getinge Care package, you can forecast your costs for the full life cycle of your equipment, minimizing unplanned costs. We help you reduce administrative costs and improve your cost control.

Service Plans

Tailored to your needs



Our service plans are built with a variety of different components, designed with your hospital's success and needs in mind.

Whether you have a full biomedical department on site, or limited in-house personnel, we have a service plan that is tailored to your needs. Getinge Care helps you to achieve optimum performance to maximize the value of your equipment.

Our service plans consist of different components:

- **Preventive maintenance**, with maintenances kits, is an important foundation of uptime assurance helping keep your equipment up and running throughout the product's lifetime.
- **Original spare parts** are designed, manufactured and validated to ensure performance, uptime and provide for patient safety.
- **Our certified and experienced service personnel** are the backbone of our service offering. These highly-trained Getinge professionals are ready to promptly support you whenever needed.

We know that our customers ask for more than maintenance, repair and spare parts. That's why we also provide training and easy access to equipment information and statistics. No one but the original equipment manufacturer can provide a full range of support along with product application, clinical and technical knowledge.

-  Remote diagnostics and support
-  Getinge Online (web portal for access to the world of Getinge Services)
-  E-learning

Service plan descriptions

Level	Coverage	Description
Manufacturer's Warranty	Complete break/fix coverage	Standard 1 year. PMs are not included.
Getinge Care Warranty Extension	Your maintenance, our repair	Standard warranty and up to 4 years added to 1-year standard Manufacturer's Warranty. PMs are not included.
Getinge Care Preventive	Our maintenance, your repair	Maintenance and parts. Customer responsible for all break/fix labor.
Getinge Care Professional	All labor and broad parts coverage	All OEM Labor and most parts. Customer must purchase some parts and expendables.
Getinge Care Premium	Comprehensive, worry-free coverage	All-inclusive, comprehensive coverage.

Service plan coverage

	No Agreement	Warranty	Getinge Care Service Plans			
			Warranty Extension	Preventive	Professional	Premium
PM labor				•	•	•
PM parts				•	•	•
Callback (break/fix) labor		•	•		•	•
Callback (break/fix) parts		•	•		•*	•
Uptime guarantee					96%	98%
Telephone response time	1 day	2 hrs.	4 hrs.	4 hrs.	4 hrs.	2 hrs.
On-site response time	4 days	1 day	2 days	2 days	2 days	1 day
Getinge Online	Optional	Included	Optional	Optional	Optional	Included
Parts warranty		1 year	90 days	90 days	90 days	90 days
Parts discounts			Dependent on GPO, IDN and/or spend levels			
Additional labor discounts			Dependent on GPO, IDN and/or spend levels			
Training discounts			Dependent on GPO, IDN and/or spend levels			

*Some parts limitation.



Getinge Online

The insight you need when you need it



Getinge Online provides an accessible web-based platform providing insights on sterilization status and product uptime.

Your Getinge Online web portal gives you access to the world of Getinge Services — such as remote diagnostics, preventative services, and much more. Immediately access detailed, real-time information about your Getinge equipment.

Improve equipment uptime

Getinge Online keeps you one step ahead. With Getinge Online easily available via your tablet or smartphone, identify areas for representative maintenance and check-up on wash run-times. Getinge Online notifies you immediately by text message or email when your Getinge equipment requires attention, reducing costly downtime and repairs.

Ensure the highest possible equipment uptime

Getinge Online provides access to Getinge Services as well as detailed equipment and process information to support a disruption-free production environment. In the event of an equipment issue, Getinge Online provides suggestions for how to correct the issue. If more assistance is necessary, the system can facilitate a connection to a Getinge service professional who can guide operators remotely to resolve the problem.

To ensure maximum consistent uptime, Getinge Online provides fast handling for acute issues along with the benefit of preventive maintenance. Comprehensive equipment monitoring enables Getinge to schedule a service visit before a breakdown occurs, bringing you peace of mind and minimizing the costly downtime that occurs when equipment is out of order and waiting for service.

Get valuable performance data

By giving you access to valuable statistics and analytics, Getinge Online helps you realize potential cost savings by optimizing your workflow and equipment performance. For added flexibility and more extensive reporting, you can export the information to your own business intelligence

system for further analysis. In addition to monthly reports on the performance of your department, Getinge Online also gives you access to relevant documentation and instructions in one central place.

Optimize your workflow with Getinge Services

When you combine Getinge Online with any of our Getinge consumables such as detergents, wash monitors or sterilization monitors, you can assess when you need to order new supplies. Getinge Online lets you optimize your workflow.

Getinge Care Service

Explore your options online

Visit us www.getinge.com/service to explore service plans details or to contact a Getinge representative.

Our service plan offerings include the following equipment categories:

- Operating Room
- Intensive Care Unit
- Sterilizers and Washer/Disinfectors
- ECLS
- Counterpulsation



Scan to explore your options
www.getinge.com/service

Explore Getinge Care Service Plan options online — visit www.getinge.com/service.

Please call the Customer Service Center at 888 9GETUSA.



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