

GE Healthcare

Point-of-Care

Life Systems Services Family of Agreements

Choose your package		RapidCare	AdvanceCare™	ConnectCare™	ValueCare™
Speed of repair	Same day	◆			+
	Next day		◆	◆	+
Repair parts	Same day	◆			+
	Next day		◆	◆	+
Patient monitor and module loaners	Same day	◆			+
	Next day		◆	◆	+
Technology upgrades	Software upgrades		◆		+
	Hardware upgrades		+		+
Clinical training	On-site, 6 hours			◆	+
Interaction	Dedicated contact			◆	+
Phone technical support	High priority	◆			+
	Normal priority		◆	◆	◆
Clinical applications	Phone support	◆	◆	◆	◆
Travel and mileage	Included	◆	◆	◆	◆



◆ Included in package

+ Optional feature

Add what you need... Flexible options		RapidCare	AdvanceCare	ConnectCare	ValueCare
Technical training	"First responder"	+	+	+	+
	Any Madison, WI training	+	+	+	+
On-site leased loaners	Anesthesia system		+	+	+
	Patient monitor		+	+	+
Environmental tests	Room air exchange	+	+	+	+
	Trace gas analysis	+	+	+	+
Vaporizer	Efficacy tests	+	+	+	+
Subscription to technical information	Latest manuals, maintenance procedures and bulletins	+	+	+	+
Preventive maintenance	Parts	+	+	+	+
	Labor	+	+	+	+
Repair coverage	Parts	+	+	+	+
	Labor	+	+	+	+
	2nd call repair	+	+	+	+
Return to factory repair	Patient monitors and parameter modules	+	+	+	+
On-site parts	Critical repair parts kit	+	+	+	+
Hours of operation (local time)	8 a.m. to 5 p.m.	+	+	+	+
	8 a.m. to 9 p.m.	+	+	+	+
	24/7	+	+	+	+

⊕ Optional feature



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