



Performance Assurance Support

for affordable peace of mind

**CARDIAC
RESUSCITATION
SOLUTIONS**

The power of choice in a complex healthcare environment

Maintaining Peak Performance

A Philips **CUSTOMerCARE Performance Assurance Service Agreement** addresses your need for maximum equipment uptime in today's mission-critical healthcare environment. When you purchase the latest resuscitation equipment, you expect uncompromising clinical performance, an excellent return on your investment, and a low cost of ownership. Philips Performance Assurance Support harnesses the power of Philips to assist you with annual on-site preventive maintenance as well as technical and clinical phone support to help you achieve the clinical and financial results you need.

Philips **CUSTOMerCARE** Performance Assurance includes labor and travel to perform a general equipment inspection and operations review, necessary calibrations, cleaning and other remedial maintenance of a non-emergency nature. Any needed replacement parts are charged separately unless covered by another service agreement.

Philips has the capacity and expertise to deliver a full range of services you can depend on. Our flexible, effective solutions assure you the power of choice without compromise in service expectation. We are committed to our tradition of delivering the highest quality of service in our industry.



Experience the power of choice with support solutions from Philips Customer Services. Call us at **1-888-647-4285** for more information about services that can help you deliver clinical excellence without compromise. www.medical.philips.com

PHILIPS

Performance Assurance **CUSTOMerCARE** Service Agreement

Philips Customer Services Ranked #1

Philips earned an unprecedented 10 of 14 top rankings for "Overall Service" in the 2003 IMV ServiceTrak Surveys. Philips ranked #1 in Service for Patient Monitoring Systems, X-ray Angiography, X-ray Mammography, Ultrasound—Cardiology, Ultrasound—Radiology/OB-GYN, PACS/IT and Nuclear Medicine Cameras. In addition, Philips ranked #1 in the summary reports for Computed Radiography, Diagnostic Imaging and Ultrasound – All Systems. Factors rated included engineer competence and attitude, troubleshooting effectiveness, emergency service, hardware and software reliability, and the system installation process.

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

Cardiac Resuscitation Solutions

CUSTOMerCARE Performance Assurance

Hardware and Software Coverage

Standard Hours of Coverage	8 am to 5 pm M-F
Labor and Travel	●
Technical and Clinical Phone Support	●

● = Feature included



Philips Medical Systems is part of Royal Philips Electronics
www.medical.philips.com

Philips Medical Systems N.A.
Bothell, Washington
888 647 4285

© Koninklijke Philips Electronics N.V. 2004
All rights are reserved.
Reproduction in whole or in part is prohibited without the prior written consent of the copyright holder.

Philips Medical Systems Nederland B.V. reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.

CUSTOMerCARE is a trademark of Koninklijke Philips Electronics N.V.

Printed in The Netherlands.
4522 981 94421/800 * SEP 2004