



# Express Repair Support

for fast, reliable service

**CARDIAC  
RESUSCITATION  
SOLUTIONS**

The power of choice in a complex healthcare environment

**Cost-effective Solutions**

A Philips **CUSTOMerCARE Express Repair** Service Agreement addresses your need for express service in today's mission-critical healthcare environment. When you purchase our resuscitation equipment, you expect uncompromising clinical performance, an excellent return on your investment, and a low cost of ownership. Philips Express Repair Support harnesses the power of Philips to provide the highest levels of express service delivery – to assist you in achieving the clinical results you need.

**A Broad Range of Value-added Features**

A Philips **CUSTOMerCARE Express Repair** Service Agreement will enhance your ownership experience through:

- The highest level of express service delivery and priority response
- Return repair of your existing device
- Unparalleled technical expertise
- Technical and clinical phone support

Philips has the capacity and expertise to deliver a full range of innovative 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](http://www.medical.philips.com)

**PHILIPS**

# Express Repair **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.



## Cardiac Resuscitation Solutions

### CUSTOMerCARE Express Repair

Standard Hours of Coverage	8 am to 5 pm M-F
Initial Telephone Response	2 hours during standard coverage hours 4 hours during non-standard coverage hours
Technical and Clinical Phone Support	●
Express Repair Turnaround	Typically 3 business day return*
Labor	Labor plus return shipping
Parts	●

\* From receipt at the Philips Repair Center

● Feature included

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.



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Printed in The Netherlands.  
4522 981 94431/800 \* SEP 2004