



Gold Support for premium performance

CARDIAC RESUSCITATION SOLUTIONS

The power of choice in a complex healthcare environment

Total, Focused Solutions

A Philips **CUSTOMerCARE Gold Service Agreement** addresses your need for comprehensive 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 Gold Support harnesses the power of Philips to provide the highest levels of service delivery and solution enhancement — to assist you in achieving the clinical results you need.

A Broad Range of Value-added Features and Options

A Philips **CUSTOMerCARE Gold Service Agreement** will maximize your ownership experience through:

- The highest level of service delivery and priority response
- Unparalleled technical and clinical expertise
- Optional extended coverage hours for mission-critical equipment
- Technical and clinical phone support
- Annual preventive maintenance
- Online support tool

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

PHILIPS

Gold 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, trouble-shooting effectiveness, emergency service, hardware and software reliability, and the system installation process.



Cardiac Resuscitation Solutions

CUSTOMerCARE Gold

Hardware and Software Coverage

Standard Hours of Coverage	8 am to 5 pm M-F
Extended Coverage Hours	Optional 24 x 7 for Mission Critical Equipment
Priority Response	●
Initial Telephone Response	2 hours during standard coverage hours 4 hours during non-standard coverage hours
On-site Response	Next Day
Labor and Travel	●
Parts	●
Parts Delivery	Priority
Overtime Labor and Travel	Preferred rates apply

Performance Assurance

Annual Preventive Maintenance	●
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Upgrades*

System Upgrade Discounts (up to 35%)	●
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Remote Services

Technical and Clinical Phone Support	●
Online Support Tool	●

Education & Training

On-site Clinical Education Discount (up to 10%)	●
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* Upgrades do not include platform changes

● = 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.



Philips Medical Systems is part of Royal Philips Electronics

www.medical.philips.com

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