



WE GUARANTEE IT!

- Maintain peak clinical performance
- Increase equipment uptime
- Lower cost of ownership
- Extend system lifetime

Platinum Service Agreement

Increase revenues, control cost, and expand the clinical utility of your equipment by taking advantage of a broad range of value added features.

- Extended hours of coverage 8-8
- 98% uptime guarantee
- 8 hour on-site time

Gold Service Agreement

High performance and reliability from equipment and facilities with improved productivity from your staff.

- Hours of coverage 8-5
- 95% uptime guarantee

Other Services Offered

- Preventative Maintenance
- Time and Materials Service Calls

Quick Comparison Chart

Features	Platinum	Gold
Hours of Coverage	8-8	8-5
Uptime Guarantee	98%	95%
On Site Response	8 Hrs	24 Hrs
Options Discount	20%	10%
Weekend/Holiday Discounts	25%	10%
Applications Training	2 Days	1 Day
After-hours Rate	\$175/hr	\$195/hr
Weekend/Holiday Labor	\$225/hr	\$275/hr
Priority Response	Included	Included
Parts	Included	Included
Parts Delivery	24 Hr	24 Hr
Penalty for Uptime Guarantee	2 weeks	2 weeks
Preventive Maintenance	Quarterly	Semi-Annual
Initial Response Time	1 Hr via Phone	1 Hr via Phone
Technical Phone Support	Yes	Yes
Clinical Phone Support	Yes	Yes
Operating Software Updates	Yes	Yes
Reliability Upgrades (ECO)	Yes	Yes
PMT Coverage	Yes	Yes
UPS Coverage	Yes	Yes
Cracked Crystal	No	No
Crystal Yellowing	Yes	Yes
Ivy Gate Coverage	Yes	Yes
Copy of Hard Drive	Yes	No