



## SOLID PROTECTION FOR A CRITICAL INVESTMENT.

Your Touch Ultrasound System is a crucial asset as you strive for the highest possible level of patient care and productivity. Here's a great way to protect your ultrasound investment to be sure your system is up and running when you need it. You can extend your two-year warranty with a one- or three-year service agreement. These agreements cover your transducers as well, replacing one damaged transducer\* per year per covered Touch System.

\*Damaged transducer must be returned to Carestream.

## ADVANTAGES AT A GLANCE

- Provides extended coverage for your Touch system and transducers
- Helps avoid unpredicted service costs and supports efficient budget planning
- Offers convenient, one-call resolution
- Provides fast response times and replacement parts for maximum uptime





## GAIN AN EXTRA LEVEL OF CONFIDENCE.

- Touch Prime/Prime XE and Transducers come with a standard two-year warranty. This warranty can be extended with a one- or three-year service plan.
- The flexible Smart service plans are designed to fit your specific facility and needs around patient care and business objectives. These provide the best value when purchased at time of system sale.
- Full service and Biomed (parts and phone) agreements are available to meet your specific facility needs.

### Smart Care Complete

- The plan offers cost protection, reliability and economy with full-service coverage and optional features.

### Smart Care Select

- An economical plan for sites with biomedical engineers who will participate in the service and maintenance tasks.

### Transducer Accident Protection Plan

- A purchased service agreement covers one transducer per year against accidental damage per covered ultrasound system.
- Additional protection can be purchased for the quantity of transducers desired, providing one transducer replacement per year per covered transducer.



### Ultrasound Service

Hardware and Software Coverage		2-Year Warranty	Smart Care Complete (Full Service Plan)	Smart Care Select (Parts & Phone Plan)
Coverage Standard Hours	M-F 8:00 a.m. – 5:00 p.m. <sup>1</sup> Onsite Support (includes labor & travel)	•	•	n/a
	24x7 Phone Support	•	•	•
	Parts and Delivery	•	•	•
Remote Services	Technical Support	•	•	•
	Clinical Applications Support	•	•	•
	Remote Diagnostics	•	•	•
Performance Assurance	Preventive Maintenance	•	•	Parts/Labor <sup>2</sup>
Upgrades and Updates <sup>3</sup>	System/SW Upgrades	Purchase	Purchase	Purchase
	System Software Updates	•	•	• <sup>4</sup>
Transducer Coverage	Transducer Accident Protection	Optional Purchase	1 Probe Included	1 Probe Included
	Extra Transducer Coverage	Optional Purchase	Optional Purchase	Optional Purchase
Education and Training	Biomedical Engineer Training	Optional Purchase	Optional Purchase	Optional Purchase

<sup>1</sup> USA coverage hours (consult account representative for hours outside USA). After-hours coverage can be purchased at preferred rates.

<sup>2</sup> Parts for PM included; Labor available at preferred rates.

<sup>3</sup> Upgrades do not include platform changes.

<sup>4</sup> Does not include labor.

[carestream.com/touch](http://carestream.com/touch)

