

# SERVICE PORTFOLIO OVERVIEW

Deliverables	Base	Shared Risk	Complete
Principle Coverage Period	8AM-5PM M- F	8AM-5PM M- F	8AM-5PM M- F
Uptime Commitment	N/A	N/A	98%
Response time Phone/Onsite <sup>1</sup>	1hr/24-hours	30-min/6hr	30-min/4hr
Planned Maintenance	✓	✓	✓
General Spare Parts	Inquire about available discounts.	"General Parts and Key Components bundled and billable to cap"	✓
"Key Component Coverage Includes: X-ray tubes, Flat Detectors, Large Display Monitors & MR coils"	Inquire about available discounts.	"General Parts and Key Components bundled and billable to cap"	Optional
Reactive Service Labor	Block of Hours Tiered Labor Rate for billable hours	" Billable to Cap Tiered Labor Rate for billable hours"	✓
Guardian	N/A	✓	✓
Technical and Applications Phone Support	Billable	✓	✓
Remote Diagnostics	N/A	✓	✓
Updates (Where Applicable)	N/A	✓	✓
Trip Charge	Billable	✓	✓
Connect Platforms (PEPconnect and SRS)	N/A	✓	✓
syngo Evolve™ Program/AdvanceNow	N/A	Optional	Optional
Virus Protection	N/A	Optional	Optional
Clinical Education	N/A	Optional	Optional



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