



Vyntus™ Protect

Service Programs

Breathe easy knowing your Vyaire products are cared for by our expert team of service professionals.

SERVICE

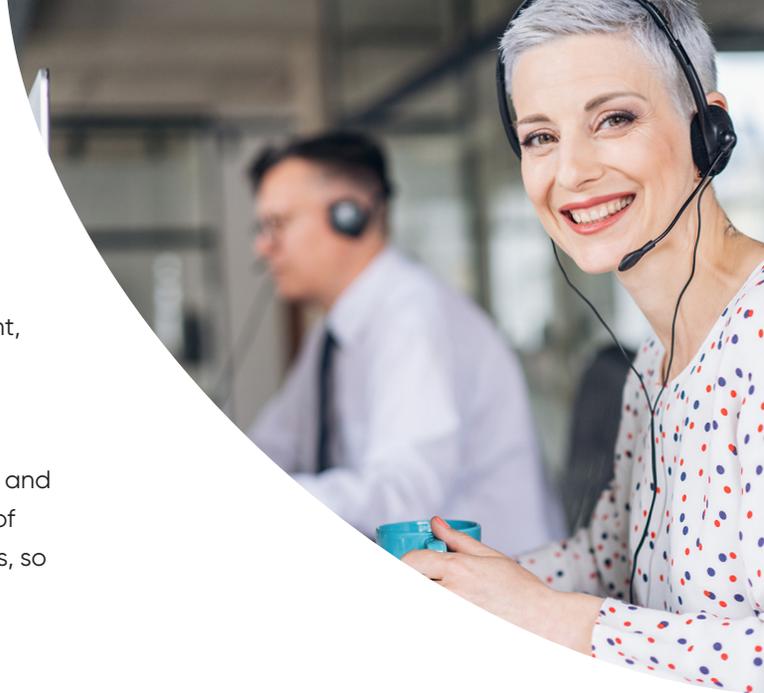


Vyntus™ Protect

Service Programs

To succeed in today's dynamic, fast-paced healthcare environment, you need straightforward, intuitive solutions to keep your systems running efficiently.

Our Vyntus Protect Service Solutions were designed to fit the scale and needs of your organization and are supported by an expert team of service professionals. We will focus on you and your Vyairé products, so you can focus on what matters most – your patients.



Which program is right for you?

Protect Basic

- Protect your investment with coverage for major system components
- Gain significant value through discounts on minor system components, labor, and more
- Leverage phone & web-based support by factory-trained and certified Technical Support specialists
- Expedite shipping for urgent spare parts orders

Protect Advanced

- Protect your investment and gain budget protection
- Secure routine replacement parts coverage for convenient ordering and budget protection
- Gain significant value through discounts on minor system components, labor, and more
- Leverage phone & web-based support by factory-trained and certified Technical Support specialists
- Expedite shipping for urgent spare parts orders

Protect Premium

- Achieve peace of mind and the highest level of protection for your investment and budget
- Eliminate unexpected expenses
- Secure coverage for major and minor components, spare parts, and routine replacement parts
- Leverage phone, web-based, and on-site support by our factory-trained and certified Technical Support specialists and Field Service Technicians
- Gain top priority on-site response
- Drive added value with SQC¹ & biomed tuition discounts
- Expedite shipping for urgent spare parts orders

Choose from three Protect Service Programs to cover your Vyntus equipment, including key accessories, like bikes, treadmills, and ECGs.

When you purchase a multi-year program:

➔ **SAVE UP TO 9%** on program pricing

➔ **LOCK IN A FIXED ANNUAL RATE** and avoid annual price increases

Your Sales Consultant can help you choose a program that best aligns with your budget and service goals.



Protect Program Benefits	Basic	Advanced	Premium
Major system component coverage for repairs ²	•	•	•
Computer, monitor, printer, keyboard, and mouse coverage for repairs ³	•	•	•
Minor system component and spare parts coverage for repairs	10% off list	10% off list	•
Routine replacement parts ^{2,4}	10% off list	•	•
Expedited shipping for urgent parts needs ⁵	•	•	•
Ground shipping for routine/non-urgent parts needs	•	•	•
Phone & web-based support by factory-trained, certified Tech Support specialists for remote troubleshooting & guided solutions ⁶	•	•	•
Travel and on-site support by factory-trained, certified Field Service Technicians for repairs ⁷	10% off list	10% off list	•
Travel and on-site support by factory-trained, certified Field Service Technicians to complete System Quality Certifications	25% off list	25% off list	25% off list
Priority Field Service scheduling and on-site response when your system is down ⁸	2-5 Business Days	2-4 Business Days	1-2 Business Days
Biomed Technical Training Tuition	35% off list	35% off list	35% off list
Detailed Service Report provided following on-site service visits	•	•	•

We are committed to protecting your investment.

Avoid unexpected expenses

All programs provide repair coverage for major system components, computer, monitor, and printer.

Receive expedited shipping for parts and priority scheduling for on-site service

Vyntus Protect contract customers take top priority. Our goal is to get parts and a technician to you fast, especially when your system is down.

Save on frequently used parts and services

When fully leveraged, program discounts will deliver over \$2,300 in savings per program year.

Footnotes

1. While Vyntus devices do not require annual preventive maintenance visits from a factory-trained and certified technician, many customers opt to complete a System Quality Certification (SQC). This service option was designed to provide you with documentation that your system has been inspected and certified to factory specifications by a Vyair Service Technician. The Vyntus Protect Programs provide a 25% list price discount for this service.
2. For a detailed list of covered major components and routine replacement parts, please request the Major System Components & Routine Replacement Parts document.
3. Computer coverage:
 - Only applies to computers purchased from Vyair.
 - Only covers the current version of Microsoft Windows and cannot be used to upgrade computer hardware to the next version of Windows.
 - Does not apply to any computer onto which non-approved software has been installed or for which a reconfiguration has been performed (including unvalidated Windows updates), which negate the validation of SentrySuite™ medical application software. The installation of industry standard third-party software, solely for malware and virus detection, will not void Protect Program computer coverage.
4. The Routine Replacement Parts allowance is intended for replacement of routinely used parts to keep the device operational. Parts will be shipped on an as-needed basis. Credits will not be provided for unused parts. Protect Advanced and Premium contract customers will receive a 10% list price discount for routine replacement parts requests that exceed the covered allowance.
5. We will make every effort to ship urgent parts orders with overnight delivery. This includes next business day delivery, typically by 3:00 pm local time. Orders must be placed by 12:00 pm Pacific Time to ensure next business day delivery.
6. Remote troubleshooting is required prior to dispatch of a technician for on-site service. This ensures proper issue definition and documentation and that the Technical Support Specialist can ship required parts for the technician's use. It can also result in issue resolution without the need for on-site support.
7. Protect Premium on-site service visits are covered for device repairs only. Other on-site services will be charged at the prevailing rate less any applicable program discounts. If air travel or an overnight stay is required to provide service, additional travel charges will apply.
8. Vyntus Protect contract customers receive priority scheduling for on-site service. For urgent service matters, when the device cannot perform testing, on-site response times typically fall within the timeframe noted above. On-site response times are measured from the time the technician is dispatched to the time they arrive on-site, excluding weekends and holidays. These urgent visits can occasionally fall outside of the noted targets due to, for example, inclement weather, an unforeseen parts delay, when a flight is required (e.g., Alaska, Hawaii), or when the customer is more than 200 miles from the nearest Vyair Service Technician. When an on-site visit is needed for non-urgent service, the visit will be scheduled as soon as possible, typically occurring between 7-14 business days from the time the technician is dispatched. These response times are based on normal business hours, which are Monday through Friday, 8 am to 5 pm local time.

**Contact your
Sales Consultant
for more information
about our Service Solutions.**

**Contact our Service Teams for support at:
1.800.231.2466**

GLOBAL HEADQUARTERS

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