



PARTNERS IN CARESM SERVICES

COMPREHENSIVE PARTNERSHIP PROGRAM FOR THE WELCH ALLYN[®] DIAGNOSTIC CARDIOLOGY SUITE™

Let Hillrom help eliminate the worry of interruptions or unexpected costs caused by equipment that is out for repair or maintenance. The Partners in Care program delivers the right mix of services to help you minimize equipment downtime and put devices back into the hands of your caregivers.

With the Comprehensive Partnership Program, you will receive:

Software Updates: Access to iterative software releases (for the modality purchased).

Accessory Protection: Major accessories eligible for replacement if damaged or broken—one per year, per device.

Accidental Damage: Repairs due to accidental damage are covered with no additional charge.

Exchange Coverage: An alternative device of like functionality, expedited to you, can help enable continued patient care.

Remote Technical Support: Troubleshoot issues, download updates, access a priority phone number and more using our trained technical staff.

Free Overnight Shipping: All costs associated with shipping the product will be covered.



Comprehensive Partnership Program Options

Diagnostic Cardiology Suite ECG			
Part Numbers	S1-CC-ECG-1	S1-CC-ECG-3	S1-CC-ECG-5
Program Terms	1 Year	3 Years	5 Years

Diagnostic Cardiology Suite Spirometry			
Part Numbers	S1-DCS-SPIRO-1	S1-DCS-SPIRO-3	S1-DCS-SPIRO-5
Program Terms	1 Year	3 Years	5 Years

Devices/Accessories Covered with Partners in Care

Material Number	Description
30012-019-75	Welch Allyn Wireless Acquisition Module (without leads)
9293-048-64	Welch Allyn AM™12 Acquisition Module (without leads)
30012-021-51	USB UTK
9293-046-60	Lead Set Wireless Acquisition Module 10-wire Banana AHA Gray
703480	Calibration Syringe
728457	Spirometer for Diagnostic Cardiology Suite

Coverage Comparisons

	Standard Warranty Coverage	Partners in Care Comprehensive Coverage
Terms (Years)	1 Year	1, 3 or 5 Years
Factory Repair Service/Parts	Y	Y
Software Updates & Upgrades	Y	Y
Remote Technical Support*	Y	Y
Expedited Priority Shipping	Second Day	Overnight
Repair Turnaround	10-15 Days	5-7 Days
Accessory Protection	Y	Y
Exchange Coverage	—	Y
Priority Phone Support*	—	Y
Accidental Damage	—	Y

*8:00 AM - 8:00 PM EST, Monday - Friday



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