

# PHILIPS

Laser System

Nexcimer

Service



## Experience peace of mind with exceptional coverage

### Why do you need laser service maintenance?

Staying on top of today's complex and ever-changing healthcare environment is challenging enough. The last thing you need to worry about is keeping your healthcare equipment up and running smoothly. At Philips, our mission is to provide the highest standards of quality and service.

#### High service needs

Lasers are highly complex and sensitive, which require Philips certified field service engineers with special tools, parts and gases, that are not commercially available.

#### Optimal performance and safety

Planned maintenance (PM) is required at least once annually and recommended every 3-6 months, depending on usage and system performance.

#### Predictable budget

If an unscheduled service visit is needed, a Philips Field Service Engineer will be on site as quickly as possible. A service contract prevents delays associated with procuring purchase orders for repairs.



Philips Laser System — Nexcimer

## A great service experience starts from here

At Philips, we work as one with your teams. We understand how important it is to you, your doctors, and your patients to have a vital system that is up and running when you need it. To provide you with peace of mind, we offer service contracts for your Philips Laser System — Nexcimer.

Service programs		Full Protection	Performance Assured
<b>Parts and labor coverage</b>	Labor and travel	Planned and corrective maintenance	Planned maintenance
	Standard parts*	●	
	Software and hardware updates	●	●
	Technical phone support	●	●
<b>Performance assurance</b>	Planned maintenance	●	●
	Additional planned maintenance	Included per OEM recommendation	
<b>System availability</b>	On-site response time	1 day	
	Parts delivery	●	
<b>Service window</b>	Corrective maintenance hours of coverage	Monday - Friday, 8:00 am - 5:00 pm	
	Planned maintenance hours of coverage	Monday - Friday, 8:00 am - 5:00 pm	
	Call center hours of coverage	24x7	

\*Performance Assured only covers parts associated with planned maintenance such as gases, optics, and seal rings. All other parts are covered under Full Protection only.

## Full Protection

### Peace of mind for your system

With Philips Full Protection service contract, the entire system is covered, planned and corrective maintenance, including vessel replacement if needed. By purchasing a service contract, you have an expense you can budget, protecting you against unforeseen costs.

## Performance Assured

### Ensures your laser is calibrated and operating within OEM specification

Planned maintenance includes 1 PM per year (no corrective maintenance). Gas exchange as needed.

For more information, contact your local Philips representative or contact Philips directly at 1-800-231-0978.

Caution: Federal law restricts this device to sale by or on the order of a physician. Refer to the Philips Laser System User Manual for Important Safety Information.

