

Download 7

<p>Cardiology Comprehensive Field Support including Preventive Maintenance</p>	<p>Description of Service</p>
	<p><b>1. 8x5 Telephone Support.</b> Company shall, 8 hours a day, five days a week, provide reasonable telephone support in the operation, planned maintenance and corrective maintenance of Equipment covered by the Agreement. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues.</p>
	<p><b>2. Remote Diagnostics Support.</b> Company shall, subject to all necessary software, hardware and phone lines being installed at Customer's site, provide reasonable remote electronic (dial up, VPN, tunnel) support in the corrective maintenance of the Equipment. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues. On site support will be provided at the discretion of Spacelabs UK Service team.</p>
	<p><b>3. 08:30AM – 05:00pm Onsite Preventive Maintenance Coverage</b> Company shall, upon Customer's approval provide any travel, accommodation or labour required to complete, at Customer's site, the manufacturer's recommended maintenance of the Equipment. On each such service, Company will service the Equipment in accordance with the manufacturer's then current Maintenance Guide for such equipment.</p>
	<p><b>4. 08:30AM – 05:00PM On-site Corrective Maintenance Coverage.</b> Company shall, upon Customer's request and within the above hours local time, provide any travel, accommodation or labour required to complete, at Customer's site, required corrective maintenance. Customer agrees to promptly notify Company in writing or by phone of any Equipment failure which may require corrective maintenance for non depot-repair only items (e.g. Flat Screen Displays, Telemetry Transmitters and ABP/Holter Recorders).</p>
	<p><b>5. Corrective Maintenance / Preventive Maintenance Repair Parts Coverage.</b> Company shall, upon Customer's request and within 08:30AM – 05:00PM local time provide any replacement Spare Part needed to for corrective / preventive maintenance. Such replacement Spare Part shall have equivalent function and performance as the original Spare Part, when new. Company reserves the right to use a refurbished part as a replacement Spare Part. "Spare Part(s)" mean replaceable spare parts used in the Equipment and listed in the Company Spare Parts Price List. Spare Parts do not include disposable or user parts that must be routinely replaced, items listed in the Supplies &amp; Accessories Price List, or computer products or peripheral devices not manufactured by Company or produced on Company's behalf. Any original Spare Part for which Company has supplied a replacement Spare Part shall become the property of Company.</p>
	<p><b>6. Safety Updates.</b> Company shall provide any travel, accommodation, labour and Software required to complete, at Customer's site between the hours of 8:30 a.m. and 5:00 p.m. local time, any Updates which Company determines are required to maintain safe Equipment operation. Company shall support the quantity of such Software licensed to Customer as of the date of this Agreement; later obtained additional licensed copies of the Software will be supported only upon further agreement of the parties. "Software" means software and/or firmware which is manufactured by and supplied to Customer by Company. "Update" means all modifications, changes and enhancements which Company elects to incorporate into and make part of the Software and does not separately price or market.</p>
	<p><b>7. Priority Loan Equipment.</b> Company shall, within the limits of equipment availability, use reasonable efforts to satisfy Customer's requests for loan equipment, prior to requests from customers not covered by a similar service plan.</p>
	<p><b>8. Equipment Service History Database.</b> Company shall maintain a comprehensive record of all work carried out by company staff on the equipment covered.</p>