

| Patient Monitoring Parts Express | Description of Service  |
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|                                  | <p><b>1. 24x7 Telephone Support.</b><br/>Company shall, 24 hours a day, seven 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><br/>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.</p>   |
|                                  | <p><b>3. Corrective Maintenance Exchange Parts Coverage.</b><br/>Company shall, upon Customer's request and within 08:30AM – 05:00PM local time Customer shall determine, at its own direction, whether Equipment requires an item that is available in the Exchange Program. Company will ship the required Part at the Company's expense and as soon as possible, usually within one (1) working day after the Company receives a written request from the Customer for a replacement Exchange Item. The Customer is responsible for ensuring that the written request includes any Option Strings that are required for the Replacement Part. Customer is responsible for installation of such replacement exchange item into the Equipment. Customer shall remove the faulty item and promptly return it at Customer's cost to Company's repair facility, properly packed and, in the case of printed circuit boards, sealed in anti-static bags. Any original Exchange Part that is not properly packaged or shows evidence of unauthorised repair will be returned to Customer at Customer's expense, and Customer will be invoiced at the full list price for the New Spare Part. If the Faulty Item is not returned to the Company within 30 days of shipment, then the Customer will be invoiced for the full list price of the New Spare Part. Items available in the Exchange Program are subject to change. Certain Spare Parts have programmed devices ("EPROMs") that determine the operational features of the Equipment in which they are used. Replacement Spare Parts will be shipped with EPROMs containing the minimum feature set offered for the Equipment they go into. If Customer has purchased other than the minimum feature set, it is Customer's responsibility to remove the EPROMs from the original Spare Part prior to shipment to Company and replace the EPROMs in the Replacement Spare Part. On site support will be provided at the discretion of Spacelabs UK Service team. Company may terminate this Agreement immediately upon notice to Customer without opportunity for cure if Customer returns as an original Spare Part a Spare Part which was removed from equipment not covered by this Agreement.</p> |
|                                  | <p><b>4. Safety Updates.</b><br/>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.<br/>"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>5. Equipment Service History Database.</b><br/>Company shall maintain a comprehensive record of all work carried out by company staff on the equipment covered.</p>   |