



Unit exchange services

Philips Service Agreement Support Exchange

The right fit for fast, reliable exchange services and support

Philips Support Exchange provides authentic Philips replacement units so you can be confident that they have been inspected, calibrated, and tested based on the latest Philips manufacturing specifications.

Available for select products, a Philips Service Agreement Support Exchange addresses your need for express service in today's mission critical healthcare environment. When you purchase Philips solutions you expect uncompromising clinical performance, an excellent return on your investment and a low cost of ownership. A Philips Support Exchange agreement harnesses the power of Philips to provide a high level of express service delivery in your marketplace to assist you in achieving the clinical and financial results you expect from Philips.

A broad range of value-added features

The Support Exchange Agreement will enhance your ownership experience through:

- A high level of express service delivery and priority response
- Next day exchange
- Superb technical expertise
- Technical and clinical phone support

Philips Support Exchange provides next day unit exchange for your covered equipment. The exchange unit is a Philips refurbished unit that has been remanufactured to factory standards at the Philips Repair Center.



Services – A full lifecycle solution

The success of your organization depends on people. Philips Services are designed with that in mind – supporting healing environments, developing your staff, improving your organization’s performance, and increasing patient satisfaction.

Support Exchange services start with a call to Philips Customer Care Solution Center. The Customer Care Solution Center operates around the clock and is staffed with experts trained in knowledge specific to your system, and your needs. Our technical experts assist your team by identifying the replacement unit and ordering it to be delivered priority to your facility. Your site receives the replacement, is installed by your staff, and the system is quickly returned to use. The damaged unit is returned to Philips to complete the process.

Depend on us. The resources, training, and support we offer enable you to focus on what’s most important – your patients.

Philips Customer Services is service that works for you. Call our Customer Care Solutions Center at **800-722-9377**.

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Service delivery	Standard
Hours of telephone coverage	24 x 7
Initial telephone response	2 hours
Remote services	
Web based self support (InCenter)	Included
Technical telephone support	24 x 7
Clinician telephone support	24 x 7
Direct connect to technical engineer	Included
Exchange service	
Exchange coverage	Included
Exchange delivery	Priority

These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. The specific features and options for your Philips solutions are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.



For additional details, please visit www.philips.com/rightfit or contact your Philips representative.

