



Support parts agreement

Philips Support Parts Alliance Agreement

The right fit for genuine Philips parts and support

Philips Support Parts Alliance agreement supports your in-house staff with genuine Philips parts and the assurance of Philips expert phone and web support at a predictable cost.

Available for select products, a Philips Support Parts Alliance Agreement addresses your need for predictable cost for services in today's mission critical healthcare environment. When you purchase Philips solutions, you expect uncompromising clinical performance, superb services and an excellent return on your investment. A Philips Support Parts Alliance Agreement combines the skills of your support staff with the confidence of Philips service team to assist you in achieving the clinical and financial results you expect from Philips.

The right combination of services

The Support Parts Alliance Agreement will expand your ownership experience through:

- Priority parts delivery from our extensive stock of genuine Philips parts at no additional cost
- Superb technical and clinical phone support
- Web-based technical support tools via InCenter
- Optional backup on-site labor

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.

The backbone of the Support Parts Alliance Agreement is the authentic Philips parts it provides. Demanding standards help give you peace-of-mind that every replacement part or exchange unit has been factory tested by Philips engineers. Philips provides the same quality assurance and thoroughness in parts and repair as it does in its manufacturing process.

Support is provided by direct access to the Philips Customer Care Solutions 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.

The team has an average of 15 years of experience and holds degrees in nursing, medical technology, biomedical engineering, information technology computer information systems, network security, electrical engineering, and business administration.

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
Parts service	
Part coverage	Included
Part delivery	Included
On-site delivery	
On-site response	Optional with 2nd response*
Overtime labor and travel	Preferred rates

* Includes labor and travel after the initial biomed efforts are completed. On-site coverage with 2nd response is next business date Mondays through Fridays, 8 AM – 5 PM customer local time, excluding Philips observed holidays.

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.

