



# Getinge Care

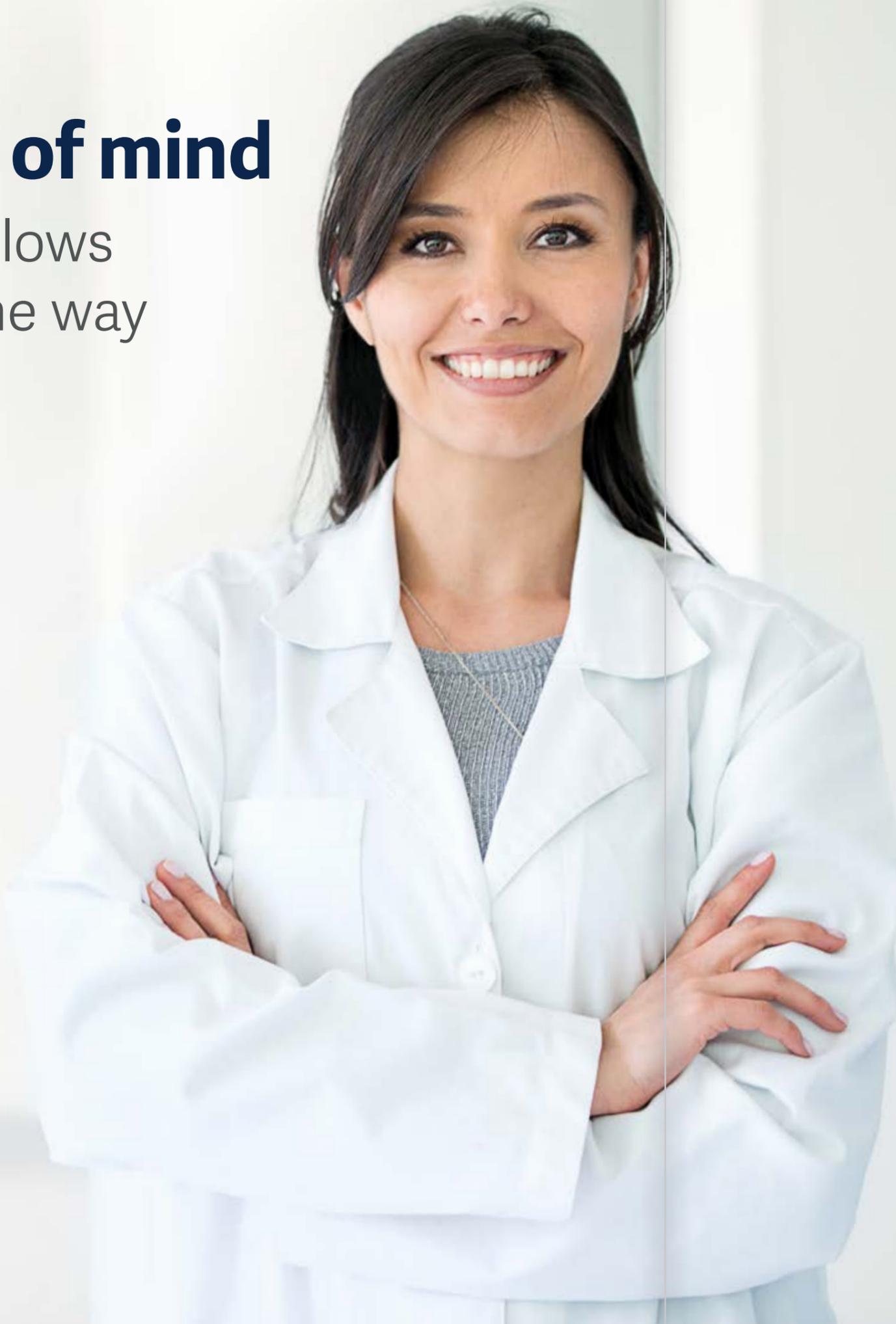
Caring is our mission

This document is intended to provide information to an international audience outside of the US.

GETINGE 

# Peace of mind

– that follows  
you all the way



The name Getinge Care was carefully chosen to reflect our commitment to providing for your needs, so you can care for your patients.

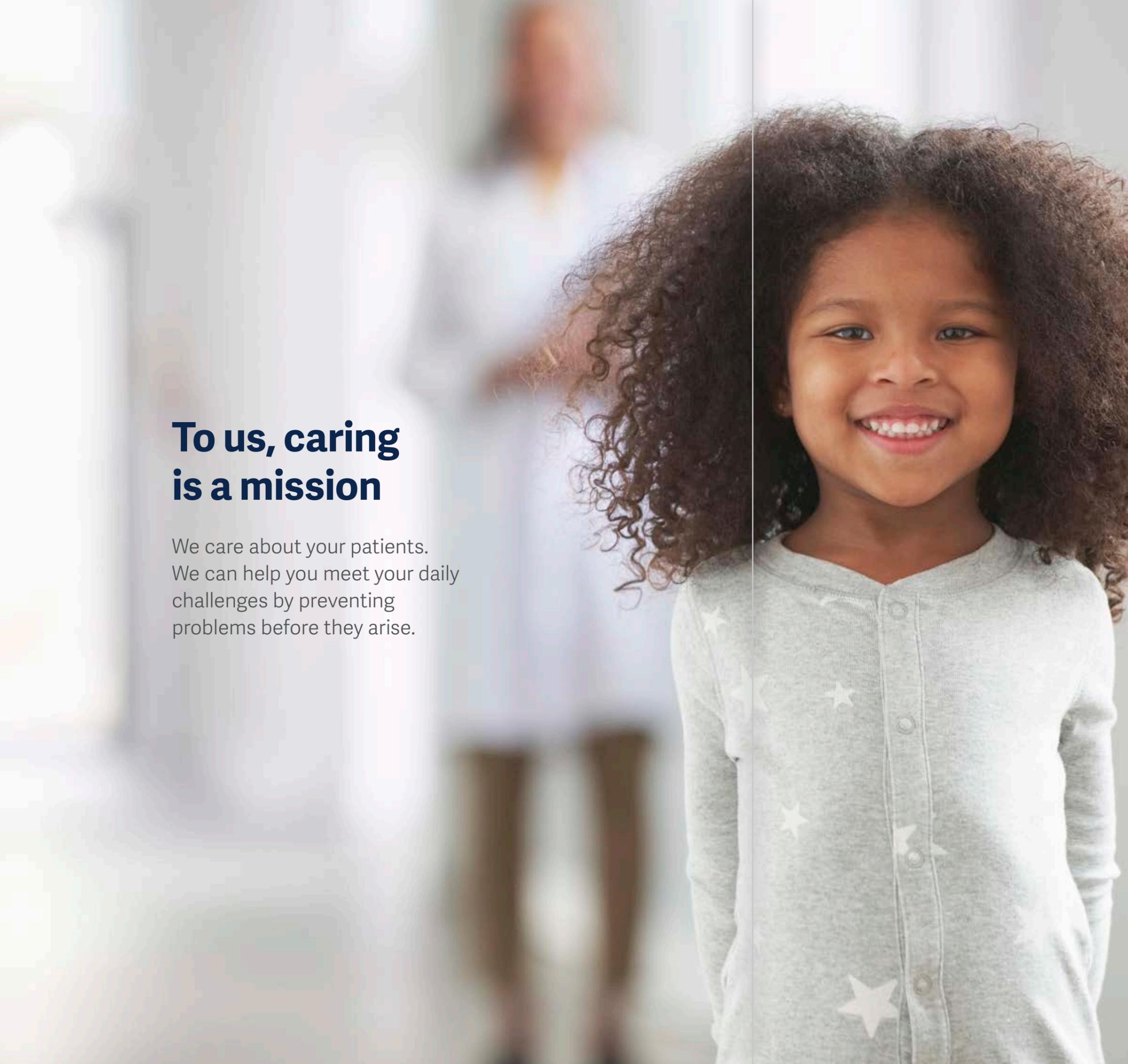


A Getinge Care service agreement maximizes the long-term value of your investment. Your Getinge products will be monitored and maintained to ensure that they deliver peak performance whenever and wherever they are needed.

### **You are our priority**

Maximizing equipment performance should not need to strain your budget. Our four levels of service packages are designed with your hospital's success in mind. Whether you have a full service department on site, or limited in-house personnel, we can meet your needs.

Our Getinge-certified field service representatives and Getinge original parts are your best investment in maximizing the life span of your equipment.



## To us, caring is a mission

We care about your patients. We can help you meet your daily challenges by preventing problems before they arise.

## Ensuring safety

There is nothing more important than protecting patient health. Each day, your clinical staff relies on our equipment to deliver top tier care for their patients. With Getinge Care, we will be there to ensure that your equipment is operating safely and reliably – every time.

## Protecting performance

You need the right equipment at the right time. By following a routine preventive maintenance schedule, Getinge Care keeps things running smoothly, with minimal interruption. If something should need urgent attention, our certified field service representatives will be there to promptly support you and resolve the issue.

## Preserving your budget

With a Getinge Care package, you can forecast your costs for the full life cycle of your equipment, minimizing unplanned costs. Our financial services team can analyze your needs and numbers to deliver a service package that gives you the best output for your investment.

# Getinge Care

Get the flexibility you need



## Getinge Care Standard

Supporting your internal technical service department

If you have your own service department, Getinge Care Standard will support their work. Maximize uptime and manage costs with better access to information and helpdesk support.

Getinge Care Standard can be complemented with any of our additional services to customize the package that is right for you.



## Getinge Care Preventive

Scheduled maintenance intervals maximize uptime

Eliminate most problems before they occur with our scheduled maintenance program. It is the best way to care for your equipment with the least internal effort.

Getinge Care Preventive can help ease the workload of your in-house bio-meds. Getinge-certified field service representatives and Getinge original parts will keep your equipment in top shape.

This package includes priority handling, easy access to information, and special rates on parts and labor when corrective maintenance is necessary.



## Getinge Care Plus

Uninterrupted protection with full cost control

Facilities with limited in-house technical support will benefit from Getinge Care Plus. All preventive and corrective maintenance is included, eliminating unforeseen costs. Uptime and response time are guaranteed.

E-learning, remote diagnostics, and the Getinge Online customer portal will further simplify your daily operations. Getinge Online gives you access to valuable information about your equipment, improving your insights and empowering your planning.



## Getinge Care Premium

Full coverage for complete peace of mind

With Getinge Care Premium, we take care of everything so you can be productive – no hassles or unexpected costs. Preventive maintenance, corrective maintenance, smart consumable options, and training are all included, and we guarantee the highest levels of uptime and response time.

You will have access to Getinge Online and its mobile overview, instant notifications via mobile phone, and advanced statistics.

And since you have secured an efficient and continuous supply of everything you need, from knowledge to consumables, you can enjoy the peace of mind of knowing that you have the best possible service setup.

## Improve uptime and performance



## The right instruments at the right time

### Prevent issues before they arise

Save time and money with the powerful analytic tools in Getinge Online. By monitoring the data stream from your equipment, your Getinge Care representative can foresee issues before they occur, limiting unscheduled downtime.

### Fast response

Proactive maintenance prevents most problems, but sometimes issues can occur. The Getinge Online real-time notification system will notify you and your service provider for immediate action.

### Maximize outcomes and efficiency

Clinicians need the right instruments at the right time, but they cannot deliver premium care when their equipment is out of service. With your Getinge Care package, we can help you maximize patient outcomes and operational efficiency.

- Optimize safety and efficiency
- Ensure the best equipment performance and uptime
- Deliver the highest standards of care
- Get the most from your equipment with the least work

## Certified technicians, cutting-edge skills

### Comprehensive knowledge

Getinge certified service representatives know the latest products, tools and parts, and can quickly resolve your issues. Thanks to the Getinge Certification Program, our representatives can quickly identify problems and often solve them directly.

- Empowered, expert service representatives
- Rapid restoration of device availability
- Highest levels of customer satisfaction

## Responsibility and productivity

### Meeting regulations for safety and hygiene

Hospitals have strict legal and facility requirements for maintenance, safety and hygiene. A flexible range of Getinge Care packages can help you meet these important needs.

- Improve uptime, reliability and quality of care
- Ensure compliance with local and facility maintenance regulations
- Reduce downtime
- Adjustable services meet your medical technology strategy

# Getinge Care

## at a glance



	Standard	Preventive	Plus	Premium
Preventive maintenance, including parts and labor		•	•	•
Priority handling		•	•	•
Special rates on parts and labor	•	•	•	•
Online access to operator manuals	•	•	•	•
Technical information and parts identification	•	•	•	•
Corrective maintenance including parts and labor			•	•
Optimized uptime			•	•
On-site response time agreement			•	•
Remote diagnostics and support	•		•	•
Technical troubleshooting/support			•	•
E-learning			•	•
Getinge Online (real-time information and analytics)				•
Instructor-led training				•
Online access to user manuals	•			•
Access to Getinge Online customer portal				•
Consumable replenishment				•
<b>Additional options</b>				
Requalification	○	○	○	○
Water and steam test/analysis	○	○	○	○
Temperature and pressure sensor calibration	○	○	○	○
Operator certification	○	○	○	○
Process optimization	○	○	○	○
Consumables at a fixed discount	○	○	○	○
Consumables included	○	○	○	○
Fixed consumable price per process	○	○	○	○

The services offered may vary depending on product and region. Please contact your Getinge representative for detailed information about availability in your area.



## A good relationship

is built on trust and confidence

»Today's machines are often technically advanced. I wanted to make sure to get the right help, fast.«

Örebro University Hospital is one of the largest in Sweden. Their sterile processing department uses Getinge equipment because of the benefits offered by the service agreement. The customized agreement covers both preventive maintenance and repairs, including parts and labor.

Catharina Hägglund, department manager, says, »The machines are very important, but for us it is equally important that we get really good service from our supplier. So, one of our central requirements was a Getinge Care service agreement, ensuring that we get maintenance and repair at a good price and with short on-site response time.«

Örebro University Hospital is one of the many satisfied customers that have partnered with Getinge.

## A strong service partner

who takes care with the highest priority

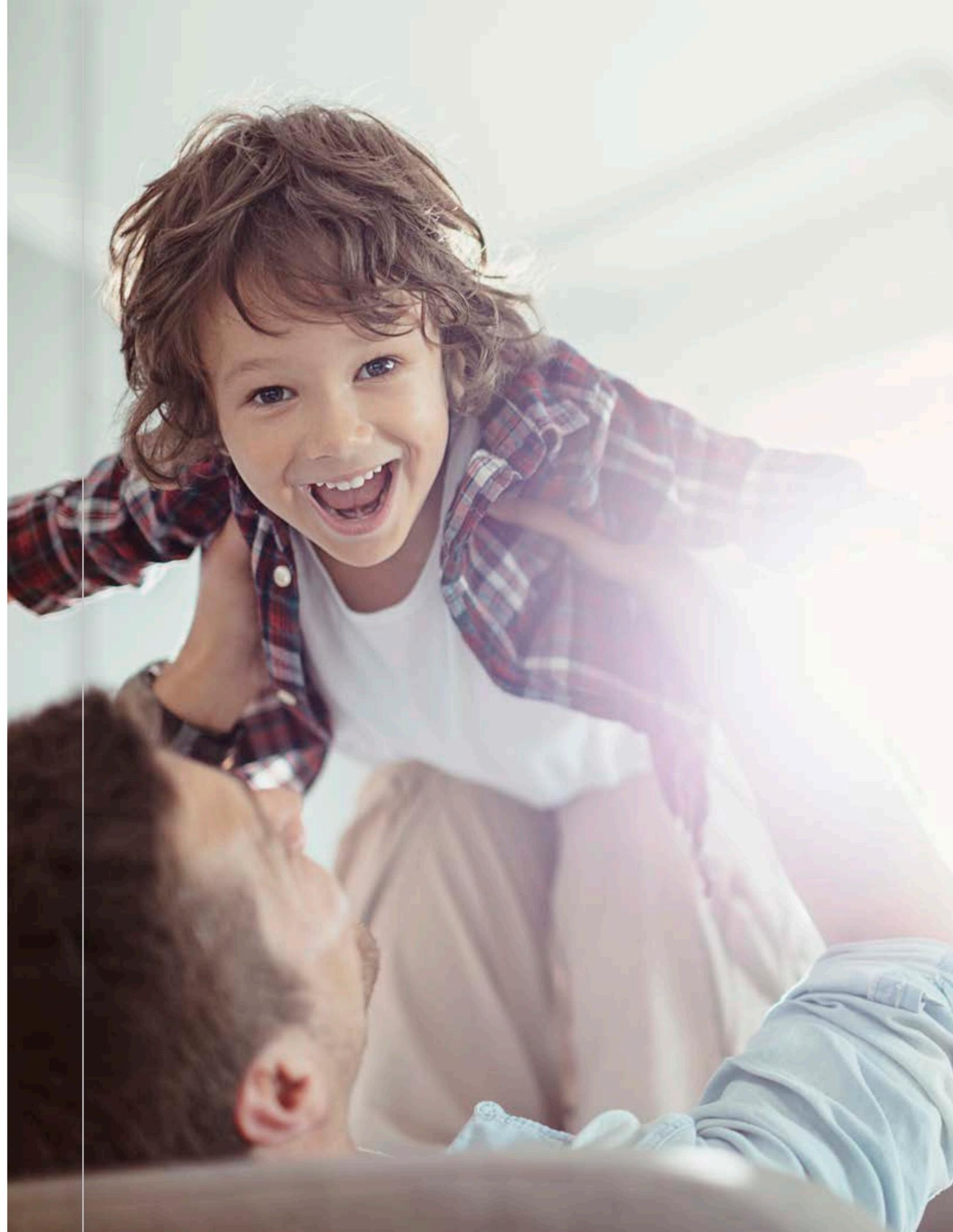
»As a result, we have very rare unscheduled interruptions in our operating theater, and the life span of our equipment significantly increased.«



Klinikum Landsberg am Lech is an acute-care hospital with departments for internal medicine, surgery, gynecology and obstetrics, pediatric and adolescent medicine, otolaryngology and ophthalmology. Thus the hospital ensures that the county is well supported, even for patients beyond the county.

Gerhard Gschwill, head of engineering department, is responsible for the safe operation of all technical and medical equipment and devices, in compliance with all applicable regulations. Moreover he supports and advises the management of the hospital for all technical matters, and he is also responsible for the planning of maintenance, repairs and investment arrangements.

»Getinge, with the Maquet operating tables, has been a reliable and trusted partner for years. Service contracts and the associated annual maintenance are indispensable for our hospital. Just last year we acquired new operating tables and were fully satisfied with the service. In addition, if it yet comes to unexpected difficulties, we have a strong service partner with Getinge, who takes care of us with the highest priority.«

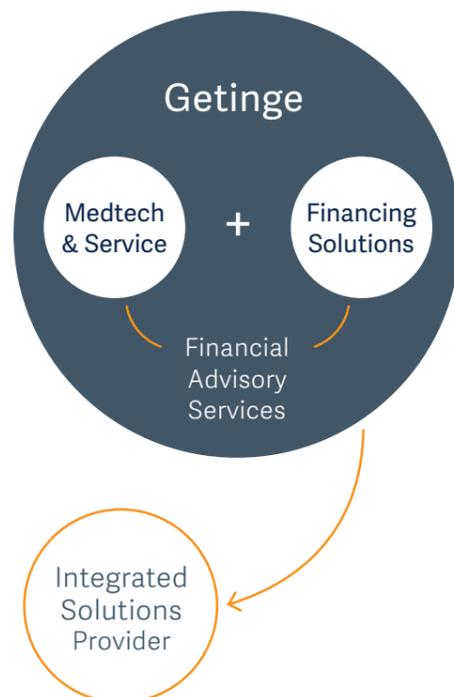


# Financial solutions to meet your needs

Getinge Financial Services

Getinge is more than a global provider of high-end medical equipment:

As an integrated solutions provider, we offer you a mix of broad industry commitment and financial expertise that is unique in the medical technology sector. Due to our strong emphasis on local presence, we understand your business- and country-specific requirements and challenges.



## Secure funding with competitive rates

Getinge Financial Services (GFS) is a reliable customer finance partner that will work with you to help you access and finance the best medical technology on the market. Our experienced financial analysts have a successful track record of working with public and private hospitals.

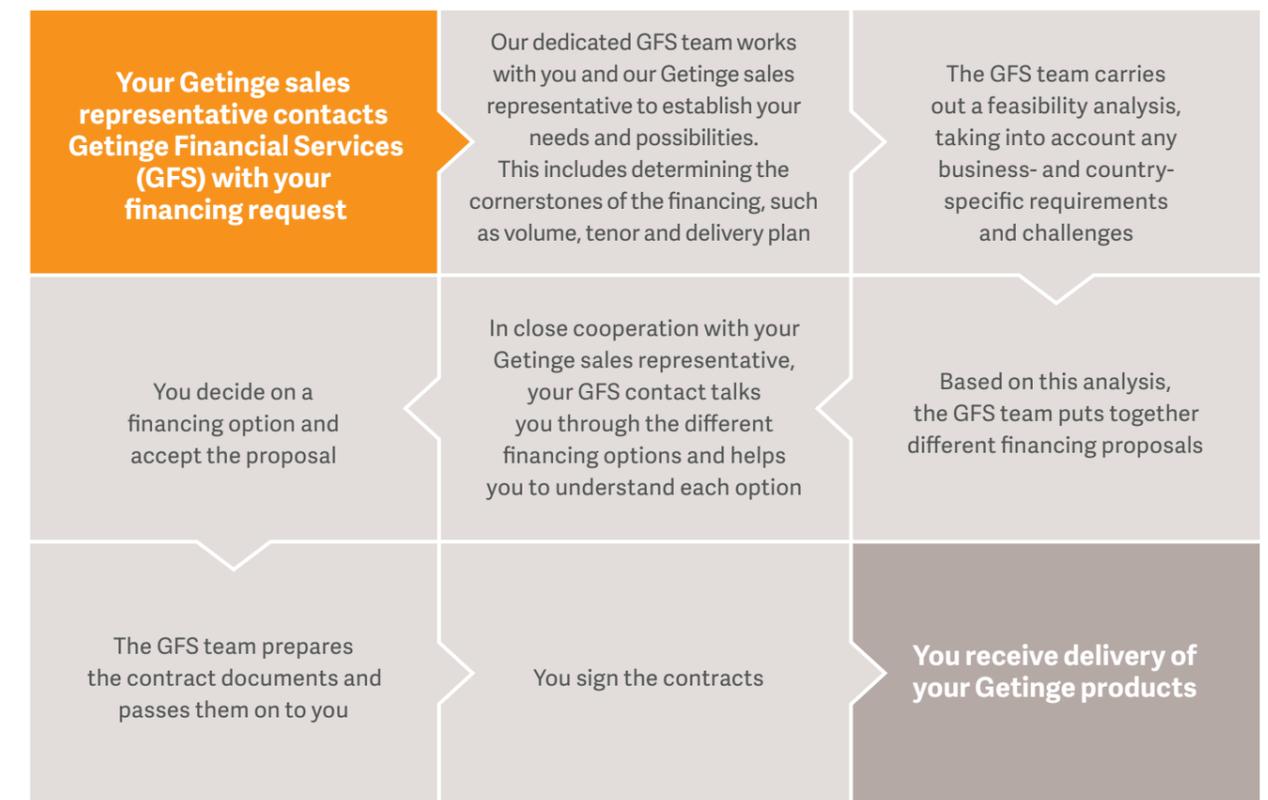
GFS acts as an enabler, to understand your needs and to co-design, with our sales team, the right solution that fits your requirements. Our strong and long-standing relationships with Export Credit Agencies (ECAs), local partners and a dedicated pool of lenders enable us to offer you a wide range of financing solutions.

With GFS as your partner, you can benefit from adapted solutions that offer flexibility, competitive rates and relief from budget constraints and lengthy processes.

## Are you looking for a financial solution for a small or mid-sized transaction volume?

Then talk to us! As well as for large orders, our financing solutions are ideally suited to small and mid-sized transaction volumes. Our step-by-step approach is aimed at making the financing process as easy and as transparent for you as possible.

## Here is how it works



**Getinge Financial Services helps you with the right advice to find the right financing for the right products.**

Our dedicated team will support you every step of the way, to help you understand the different financing options and find the best solution for your needs. Just ask your Getinge sales representative for more information!

[info.financialservices@getinge.com](mailto:info.financialservices@getinge.com)



Getinge is a global provider of innovative solutions for operating rooms, intensive care units, sterilization departments and for life science companies and institutions. Based on our firsthand experience and close partnerships with clinical experts, healthcare professionals and medtech specialists, we are improving the everyday life for people – today and tomorrow.

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