

# Getinge Service Agreements

For maximum uptime. For premium reliability. For moments that count.

Getinge offers a variety of service agreements to help meet your facility's needs. As the original equipment manufacturer (OEM), we provide unmatched product expertise, access to original OEM parts, and highly skilled technicians with the ability to repair back to original product specifications. A Getinge service agreement can help your facility maximize uptime, control costs, and ensure your equipment is running at peak performance.

	 Preventive	 Plus	 Premium
Preventative Maintenance Labour & Travel	✓	✓	✓
Preventive maintenance kits	✓	✓	✓
Repair Labour & Travel	✗	✓	✓
Repair parts	✗	✗	✓
Reduced Labour & Travel Rates	✓	✓	✓
Technical support	✓	✓	✓
Remote diagnostics and support *When connected to Getinge FleetView	✓	✓	✓
Software Updates	✓	✓	✓
<b>Access to Getinge FleetView</b> *When data point is made available	✓	✓	✓
Access to a range of user manuals	✓	✓	✓

### Optional Value-Added Services

- Uptime Guarantees
- Key Performance Indicators
- Extended Warranties (Point of Sale Only)
- Out of Hours Services
- Thermometric Testing, in accordance with local guidelines and directives
- Steam Quality & Purity Testing, in accordance with local guidelines and directives
- Quarterly & Annual Validation, in accordance with local guidelines and directives
- Microbiological Testing, in accordance with local guidelines and directives

Please contact your Getinge Service Contracts Sales representative for further information.