

# 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	 Partner	<b>Additional options available for all packages</b>
Preventive maintenance labour	✓	✓		✓	✗	<ul style="list-style-type: none"> <li>• Annual Performance Re-Qualification</li> <li>• Quarterly thermocouple</li> <li>• Annual sterilizer calibration – In line with table 10.2 of AS/NZS 4187</li> <li>• Annual washer calibration – In line with table 10.1 of AS/NZS 4187</li> <li>• Quarterly washer cleaning efficacy test 1 – In line with 10.1 of AS/NZS 4187</li> <li>• Annual operator training</li> <li>• Maintenance of additional racks and trolleys</li> <li>• Annual sterilizer chamber clean with Getinge Chamber Foam</li> <li>• Preparation and support for pressure vessel inspection</li> <li>• Annual boiler clean</li> <li>• Annual first responder training</li> <li>• After hours coverage</li> <li>• Software updates</li> <li>• Consumable supply and management</li> </ul>
Preventive maintenance kits	✗	✓		✓	✓	
Repair labour	✗	✗		✓	✗	
Repair parts	✗	✗		✓	✗	
Special rates on parts and labour	✓	✓		✓	✓	
Technical support	✓	✓		✓	✓	
Remote diagnostics and support *When connected to Getinge FleetView	✓	✓		✓	✓	
Technical training first level (instructor-led / e-learning)	✗	✗		✓	✓	
<b>Access to Getinge FleetView</b> *When data point is made available	✓	✓		✓	✓	
Access to a range of user manuals	✓	✓		✓	✓	
Access to technical information	✗	✗		✗	✓	<p>The services offered may vary depending on product and region. Please contact your Getinge representative for detailed information about availability in your area.</p>