



Getinge Service

For moments that count

At Getinge Service, we understand the importance of time. With our expertise in Getinge products, we are there with you through every moment of every day ensuring peak operational performance when it counts.



GETINGE 



For maximum uptime

Getinge Service keeps your equipment running smoothly with a routine preventative maintenance schedule. And if an urgent situation arises, our certified service representatives are there promptly to support you and resolve the issue. With a Getinge Service agreement, you can forecast your costs for the full life cycle of your equipment, minimizing unplanned costs.

For premium reliability

Nobody knows Getinge products like we do. Our global service network ensures a high quality of care for the complete product range allowing you to rely confidently on our equipment to deliver top-tier care for your patients.

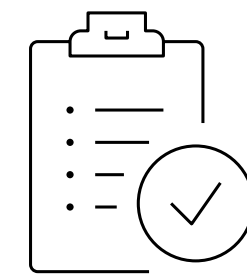
For moments that count

With numerous procedures taking place at any given moment, a Getinge Service agreement gives you one less thing to worry about. We understand the importance of time, and we share your passion for delivering top-tier care for your patients at all times.

The Getinge Service advantage

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.

Getinge Service is more than just a repair. For quality that counts.



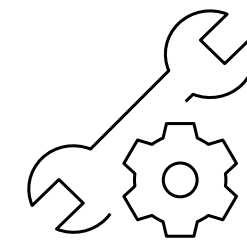
Quality Systems

Getinge Service operations are conducted under a quality management system that complies with Quality System Regulation (QSR) standards.



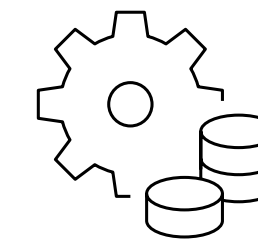
Factory-trained technicians

Getinge service technicians receive formal and regular training on Getinge equipment, including updates on recent specification changes.



Parts, processes and tools

All equipment is repaired using OEM parts and in accordance with OEM service processes, using tools that meet National Institute of Standards and Technology requirements.



Predictable service costs

Our all-inclusive service agreements provide predictable, fixed-rate pricing, allowing your facility to budget for service costs—avoiding surprise, out of pocket service expenses.



More than a service technician

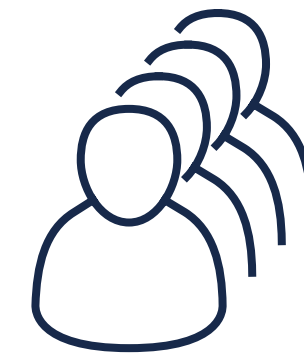
With Getinge Service, you get more than a repair technician. You get an additional member of your team. We take pride in getting to know your facility and your staff and tailoring solutions to your unique needs.

Paired with our unmatched knowledge of Getinge products, this allows us to offer you ultimate peace of mind, ensuring that your equipment is working to specifications.

We are Getinge Service.
For people that count.

2K+

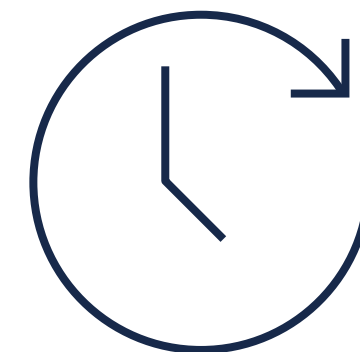
Service Technicians



With over 2,000 Service Technicians worldwide, Getinge is here to provide the quality service patients and facilities alike deserve.

80%

First time fix



Most service cases are resolved during the first visit – minimizing downtime and keeping your operations running smoothly.

360°

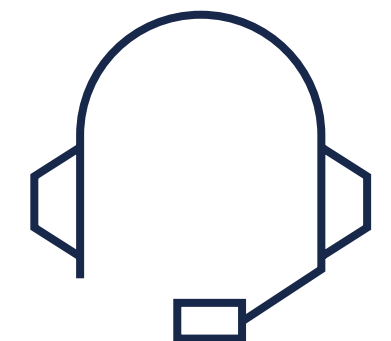
Service worldwide



Our team provides service throughout the entire lifecycle of your equipment, wherever you may be located.

500K+

Annual service orders



Getinge Service performs 500,000+ service orders every year. Whatever your request, you can be assured that a Getinge Service Technician will be there to provide the support you need.

Keep your OR running at all times

Get more time to focus on patient care by trusting Getinge Service to keep your critical equipment—operating tables, surgical lights, ceiling supply units, and anesthesia systems—operating seamlessly at every moment.

With proactive, scheduled maintenance and rapid-response options, our certified technicians help maximize uptime and ensure premium reliability. Backed by our global service network and deep product expertise, Getinge Service delivers support as dependable as your commitment to patient care.

Discover our products for OR



Flow Anesthesia Machines



Corin OR Table



PowerLED II Surgical Light



PLG-II Sky Ceiling Supply Unit





Lifesaving uptime in the ICU

In the ICU, every second can be the difference between life and death. Ensuring that all equipment is functioning flawlessly is critical. Getinge Service provides comprehensive maintenance and rapid response to keep your ICU equipment running at peak performance.

In the ICU, every detail matters. Getinge Service is dedicated to keeping your ICU equipment — ventilators, monitors, ceiling supply units, and more — ready when it's needed most. Our tailored service agreements, preventative maintenance, and on-demand support ensure your critical care devices remain fully operational, minimizing downtime.

With Getinge's technical expertise and reliable global network, we help you uphold the highest standards of care, ensuring your team has the support they need to deliver lifesaving treatments around the clock.

Discover our products for ICU



Servo-u
Mechanical
Ventilator



Maquet Ezea
Surgical Light



Cardiohelp
System

Keep worries low in a high-stakes environment

High quality in surgeries starts in the SPD. Safely sterilized instruments are the backbone of any healthcare facility, making uptime in your SPD of the utmost importance. With Getinge Service, you can rely on your SPD equipment to deliver safe results every time.

From washer-disinfectors to sterilizers and beyond, Getinge Service partners with you to maintain the reliability and precision of your sterile processing equipment. Our preventative maintenance agreements and rapid-response support ensure compliance with stringent sterilization standards, helping you avoid unplanned downtime.

With Getinge’s expertise and service network, you can trust that your equipment operates seamlessly, supporting your team’s critical role in delivering safe, infection-free instruments to every procedure, every time.

Discover our products for SPD



Getinge
Aquadis Index



Getinge
Poladus 150



Getinge
86-Series





Improve equipment uptime with FleetView

Real-time service data and usage statistics on your installed base

FleetView offers a user-friendly, web-based platform for monitoring sterilization status and equipment uptime.

Easily accessible on your tablet or smartphone, FleetView keeps you one step ahead by helping you identify maintenance needs and monitor wash cycle times. To maximize equipment uptime, FleetView provides detailed equipment and process insights, along with instant notifications via text or email if your Getinge equipment requires attention—minimizing costly downtime and repairs.





If an equipment issue arises, FleetView offers corrective suggestions and, when needed, can connect you with a Getinge service professional for remote guidance in resolving the problem.

[Learn more about FleetView](#)

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.

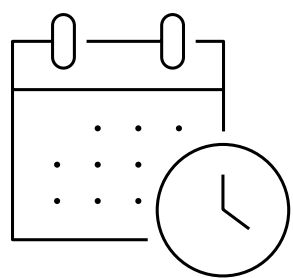
	<div></div> <div>Preventive</div>	<div></div> <div>Plus</div>		<div></div> <div>Premium</div>	<div></div> <div>Partner</div>	<div>Additional options available for all packages</div>
Preventive maintenance labour	✓	✓		✓	✗	<ul style="list-style-type: none">• Annual Performance Re-Qualification• Quarterly thermocouple• Annual sterilizer calibration – In line with table 10.2 of AS/NZS 4187• Annual washer calibration – In line with table 10.1 of AS/NZS 4187• Quarterly washer cleaning efficacy test 1 – In line with 10.1 of AS/NZS 4187• Annual operator training• Maintenance of additional racks and trolleys• Annual sterilizer chamber clean with Getinge Chamber Foam• Preparation and support for pressure vessel inspection• Annual boiler clean• Annual first responder training• After hours coverage• Software updates• Consumable supply and management
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)	✗	✗		✓	✓	
Access to Getinge FleetView *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>

Point of capital sale service agreements

Point of capital sale service agreements protect and maximize the long-term value of your investment.

With a point of capital sale service agreement, you can maximize uptime and control costs.

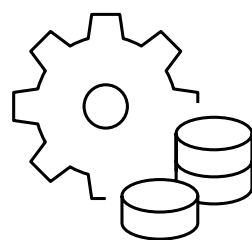
Protect your equipment, maximize uptime, and control costs.
For investments that count.



Maximize uptime

Keep your equipment running without interruption with all preventative maintenance included in the first-year warranty.

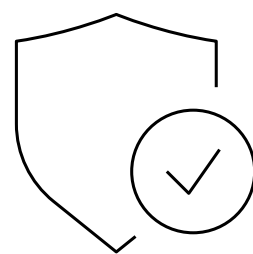
Getinge manages your preventative maintenance schedule to minimize disruptions in your facility.



Control costs

Lock in future service pricing at today's rate, with first-year preventative maintenance included.

Optional annual payments begin during the warranty year, allowing you to spread costs over an additional year.



Equipment protection

Maximize the life of your equipment by ensuring all required preventative maintenance is performed.



We understand the importance of time

With Getinge Service, you get a service partner who knows more than the technical ins and outs of your equipment. You get a team member, who understands what uptime really means—to you and to your patients.

We know the urgency of failing equipment, and we share your passion for ensuring exceptional care and safety for every patient.

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

Contact us

GETINGE 

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.

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

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