Getinge Care
At your service
Getinge Care to maximize uptime

A Getinge Care service agreement maximizes the long-term value of your investment.

Whether you have a full biomedical department on site, or limited in-house personnel, we have a service package that is tailored to your needs. Getinge Care helps you to achieve optimum performance to maximize the value of your equipment.
Ensuring safety
You rely on our equipment to deliver top-tier care for your patients. We know our products better than anyone else. Our global service network ensures a high quality of care for the complete product range.

Maximum uptime
By following a routine preventive maintenance schedule, Getinge Care keeps things running smoothly. If you need urgent attention, our certified service representatives will promptly support you and resolve the issue.

Cost control
How many purchase orders are you processing every year? With a Getinge Care package, you can forecast your costs for the full life cycle of your equipment, minimizing unplanned costs. We help you reduce administrative costs and improve your cost control.
Getinge
– your partner throughout the entire hospital

»Today’s machines within the CSSD are often technically advanced. I wanted to make sure to get the right help, fast.« CSSD Manager, Australia

»I don’t need to worry about our equipment. It is all handled through the Getinge Care contract and they are doing a great job.« Biomed Director, USA
»The service training and certification is professional and well thought through. Getinge’s products are developed with serviceability in mind and I get really good support from them.« Biomed, Sweden

»As a result, we have very rare unscheduled interruptions in our operating theater, and ensure we get the most out of our equipment.« OR Manager, Japan

Getinge is capable of equipping the important areas in the hospital.
Our service packages are built on different components, designed with your hospital’s success and needs in mind.

Our service packages consist of different components:

- **Preventive maintenance** with maintenance kits is an important foundation of uptime assurance, keeping your equipment up and running throughout the product’s lifetime.

- **Original spare parts** are designed, manufactured, and validated to ensure performance, uptime, and patient safety.

- **Our certified and experienced service personnel** are the backbone of our service offering. These highly trained professionals are ready to promptly support you whenever needed.

We know that our customers ask for more than maintenance, repair, and spare parts. That’s why we also provide training and easy access to equipment information and statistics. Only the original equipment manufacturer can provide a full range of support along with product application, clinical, and technical knowledge.

Remote diagnostics and support

Getinge Online (real-time info, notifications, mobile access etc.)

E-learning
»With easy access to equipment data and reporting, Getinge Online allows for analysis of equipment uptime, efficiency and usage.«
The knowledge you need when you need it

Getinge Online ensures the right equipment is always available when it needs to be, so staff can be proactive and focus on the tasks that matter most.

Your personal Getinge Online web portal gives you access to the world of Getinge Connected such as remote diagnostics and preventive services. It also gives you immediate access to detailed, real-time information about your Getinge equipment.

**Ensure the highest possible equipment uptime**

Getinge Online allows you to always be one step ahead. With information always easily available, you are able to optimize the equipment uptime and troubleshoot issues from anywhere. Allow your staff to be proactive, save valuable time, and focus on the tasks that matter most. With remote diagnostics, Getinge service personnel are informed instantly and can analyze any upcoming issue, which reduces downtime and improves response time.

**How does Getinge Online work?**

By connecting your units, Getinge Online can provide you with information regarding your equipment. Getinge Online is accessible through your personal web portal, so it is always available and requires no special applications. Simply log in on your computer, tablet or smartphone from anywhere in the world.

All information exchanged between the equipment and Getinge’s secure data center is encrypted and authenticated, using the highest security standards.
## Getinge Care

### at a glance

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<tr>
<th>Service</th>
<th>Preventive</th>
<th>Plus</th>
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<tbody>
<tr>
<td>Preventive maintenance labor</td>
<td>✅</td>
<td>✅</td>
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<tr>
<td>Preventive maintenance kits</td>
<td>✅</td>
<td>✅</td>
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<tr>
<td>Repair labor</td>
<td>✗</td>
<td>✅</td>
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<tr>
<td>Repair parts</td>
<td>✗</td>
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<tr>
<td>Special rates on parts and labor</td>
<td>✅</td>
<td>✅</td>
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<tr>
<td>Technical support</td>
<td>✅</td>
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<tr>
<td>Remote diagnostics and support</td>
<td>✅</td>
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<tr>
<td>Technical training first level</td>
<td>✅</td>
<td>✅</td>
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<tr>
<td>(instructor-led / e-learning)</td>
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<td><strong>Getinge Online</strong></td>
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<tr>
<td>Access to user manuals</td>
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<td>Access to technical information</td>
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<td>Access to Getinge Online</td>
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<tr>
<td>customer portal</td>
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The services offered may vary depending on product and region. Please contact your Getinge representative for detailed information about availability in your area.

### Additional options available for all packages

- Quality inspection
- Getinge Online – Access to statistics
- Re-certification of technical training
- Loan equipment
- Validation
- Software update
- Analysis and calibration
- Operator certification
- Process optimization
- Consumable supply and management
With a firm belief that every person and community should have access to the best possible care, Getinge provides hospitals and life science institutions with products and solutions aiming to improve clinical results and optimize workflows. The offering includes products and solutions for intensive care, cardiovascular procedures, operating rooms, sterile reprocessing and life science. Getinge employs over 10,000 people worldwide and the products are sold in more than 135 countries.

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

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