



# Assurance™ Premium Service Program

EMEA EP CAPITAL SERVICE PORTFOLIO

## Experience a complete solution for your investment

The Assurance™ Premium Service Program provides comprehensive and extended service coverage beyond the initial 12-month warranty for purchased Abbott capital equipment. This manufacturer's program is designed to maximize your capital equipment investment throughout the life of each product.

Get the solutions you need to capitalize on uptime. Stay current with the most up-to-date hardware and software with Abbott's Assurance Premium Service Program. This feature helps you control cost, address changing technology and meet your budget objectives without compromise.

We provide you with the option to select coverage for specific pieces of equipment or design a comprehensive plan that covers all your Abbott capital equipment. Plans are available in one year terms only.

### ASSURANCE™ PREMIUM SERVICE PROGRAM:

- Fast, on-site response from an Abbott Technician within 48 hours to help you maintain equipment availability.
- Easy access to technical telephone support within 15 minutes, so equipment issue can be addressed efficiently.
- Quick overnight shipment of replacement parts to repair your equipment with speed.
- 24/7 remote support to identify performance issues sooner and resolve them faster.
- Software upgrades and expansion modules, as well as accompanying hardware and next generation hardware iterations available during the term of the program.
- Maximize your investment with extended coverage on hardware.
- If needed, loaner equivalent is available on most capital to minimize downtime.
- Increase life expectancy of your asset with annual Preventive Maintenance (PM).

## SOFTWARE

Software upgrades and expansion modules are included as part of your Assurance™ Premium Service Program. The following are the full software definitions:

- **Software Upgrades** add capabilities, features or improvements to an existing software version. Software upgrades can also be purchased separately for use on systems not currently covered under the initial warranty, Assurance™ Plus Service Program or Assurance Premium Service Program.
- **Expansion Modules** are standalone software platforms that constitute a new product or new functionality. Expansion Modules can also be purchased separately for use on systems not currently covered under Assurance Premium Service Program.

## HARDWARE

Hardware accompanying software upgrades, revisions and expansion modules as well as hardware next generation iterations are included as part of your Assurance Premium Service Program. The following is the full hardware definition.

- **Hardware accompanying software upgrades, revisions and expansion modules:** All hardware accompanied with and/or needed for revisions, upgrades and software expansion modules.
- **Hardware Next Generation Iterations:** Next generation hardware iterations are hardware units that constitute a new product or new functionality within the scope of the purpose of the original hardware unit.

## SERVICE PLAN LEVELS

The table below constitutes a summary of the service plans. The specific entitlements, terms and conditions of each service plan are set forth in its respective purchase agreement.

| Entitlement   | Endurance™ Plus    | Assurance™ Premium | Assurance™ Plus    | Basic Assurance™   | Assurance Maintenance |
|---|--------------------|--------------------|--------------------|--------------------|-----------------------|
| <b>Contract Term</b>  | 1 to 5 Years       | 1-Year Term Only   | 1 to 5 Years       | 1 to 5 Years       | 1 to 5 Years          |
| <b>Universal Coverage (Platform + Accessories)</b>              | ✓                  | Platform only      | Platform only      | Platform only      | Platform only         |
| <b>Technology Performance Package<sup>1</sup></b>               | ✓                  |                    |                    |                    |                       |
| <b>Response Time for On-Site Service and Repair<sup>2</sup></b> | 24-Hour Response   | 48-Hour Response   | 48-Hour Response   | 72-Hour Response   | 48-Hour Response      |
| <b>Technology Refreshes</b>                                     |                    | ✓                  |                    |                    |                       |
| <b>Hardware Upgrades<sup>3</sup></b>                            |                    | ✓                  |                    |                    |                       |
| <b>Software Expansion Modules<sup>3</sup></b>                   |                    | ✓                  |                    |                    |                       |
| <b>Standard Software Upgrades</b>                               | ✓                  | ✓                  | ✓                  |                    |                       |
| <b>Preventive Maintenance</b>                                   | ✓                  | ✓                  | ✓                  | ✓                  | ✓                     |
| <b>Shipping Method -- Used for Parts<sup>3</sup></b>            | Priority Overnight | Priority Overnight | Priority Overnight | Standard Overnight | Priority Overnight    |
| <b>Telephone Technical Support<sup>4</sup></b>                  | ✓                  | ✓                  | ✓                  | ✓                  | ✓                     |
| <b>Remote Connect Technical Support</b>                         | ✓                  | ✓                  | ✓                  | ✓                  | ✓                     |
| <b>Loaner Equipment<sup>5</sup></b>                             | ✓                  | ✓                  | ✓                  | ✓                  |                       |
| <b>Hardware Extended Warranty</b>                               | ✓                  | ✓                  | ✓                  | ✓                  |                       |
| <b>Technical User Training</b>                                  | ✓                  | ✓                  | ✓                  | ✓                  |                       |
| <b>Advanced Training Package</b>                                | ✓                  | ✓                  | ✓                  |                    |                       |
| <b>Preferred Rate – Parts and Service</b>                       | ✓                  | ✓                  | ✓                  |                    | ✓                     |

1. Please contact your local Abbott representative for more details on the annual rebate.  
 2. Includes standard replacement parts kit for normal wear and tear items for EnSite Precision™ Cardiac Mapping System and WorkMate Claris™ systems only, under the Endurance Plus Program only.

3. (On-site Service and Repair) Calls received before 12 p.m., local time.  
 4. (Remote Connect Technical Support) Requires enablement of St. Jude Medical™ Connect for network access.  
 5. (Part Shipments) Next business day delivery dependent on time of part order request and location; remote areas may experience longer delivery times.

## RESPONSE TIME

Response times for customers with Abbott capital equipment covered under this program are as follows:

1. Telephone response from Abbott Technical Support within 15 minutes.
2. If required, overnight shipment of replacement parts.
3. If needed, a site visit by an Abbott Service Technician within 48 hours.

Service level varies by program tier and geography. Response time is not guaranteed for capital equipment not covered under this program.

## SERVICE OF ABBOTT CAPITAL EQUIPMENT NOT COVERED UNDER THE ASSURANCE™ PREMIUM SERVICE PROGRAM

If a customer's Abbott capital equipment is not covered under the Assurance Premium Service Program and is experiencing technical problems that require replacement components and/or service, the work required to bring the system to good working condition must be completed prior to the purchase of a new Assurance Premium Service Program. Parts and services will be billed on as-incurred basis or in accordance with the terms of any service program or original manufacturer's warranty in effect.

## ASSURANCE™ PREMIUM COVERAGE INCLUSIONS\*

|  | EnSite Precision™/<br>EnSite™ Velocity™<br>Mapping Systems | WorkMate Claris™/<br>EP-WorkMate™<br>Recording Systems |
|--|--|--|
| <b>Service or Preventive Maintenance</b>   |  |  |
| Telephone technical support  | ✓  | ✓  |
| Remote connect technical support   | ✓  | ✓  |
| On-site service and repair, if necessary   | ✓  | ✓  |
| Preventive maintenance (one visit/year)  | ✓  | ✓  |
| <b>Parts, Labor, Workmanship Coverage</b>  |  |  |
| Base system (including monitor, keyboard and mouse, if applicable)                         | ✓  | ✓  |
| Hardware modules and OEM accessories (e.g., GenConnect Module and touch screen controller) | ✓  | ✓  |
| <b>Loaner Equipment</b>  |  |  |
| Loaner equipment available   | ✓  | ✓  |
| <b>Software – As applicable</b>  |  |  |
| Standard software upgrades (e.g., v.1.0 to v.2.0)  | ✓  | ✓  |
| Standard software module   | ✓  | ✓  |
| <b>Hardware</b>  |  |  |
| Hardware revisions   | ✓  | ✓  |
| Hardware upgrades  | ✓  | ✓  |

\*Programs are available starting June 2016; Abbott reserves the right to change program offerings at any time and without prior notice.

## COVERAGE PLANS AVAILABLE

Each capital piece can count toward any multi-system discounts when creating a master service agreement for all of your Abbott capital service needs.

| Equipment                                 | Order Number |
|---|--------------|
| EnSite Precision™ System                  | AM904        |
| WorkMate Claris™ Recording System         | WMC904       |
| EnSite™ Velocity™ Cardiac Mapping System  | CE904        |
| EP-Workmate™ Recording System 56 Channel  | EPWM904-1    |
| EP-Workmate™ Recording System 120 Channel | EPWM904-2    |

**CONTACT YOUR LOCAL ABBOTT REPRESENTATIVE  
TO LEARN MORE ABOUT HOW TO PROTECT YOUR INVESTMENT  
WITH THE ASSURANCE™ PREMIUM SERVICE PROGRAM.**

**Abbott**

The Corporate Village, Da Vincilaan 11 Box F1, 1935 Zaventem, Belgium Tel: +32 2 774 68 11  
Abbott.com

**Rx Only**

**Brief Summary:** Prior to using these devices, please review the Instructions for Use for a complete listing indications, contraindications, warnings, precautions, potential adverse events and directions for use.

™ Indicates a trademark of the Abbott group of companies.

‡ Indicates a third party trademark, which is property of its respective owner.

© 2019 Abbott. All Rights Reserved.

SJM-COR-0815-0125a(1)e(8) | Item approved for international use only.

