

Take the worry out of technical service—we'll be your support.

## Comprehensive Partnership Program

A support services program designed specifically for your busy medical practice.

We know you don't have the time or the resources to worry about equipment when it needs repair or calibration. But when it does, you need a quick and cost-effective solution to help minimize equipment downtime and have it back into the hands of your caregivers when and where they need it.

The **Welch Allyn Comprehensive Partnership Program** is designed to help manage your equipment and ensure it continues to help you care for your patients while improving your bottom line. It's simple, cost-effective and from a partner you've come to rely on—Welch Allyn.

**With the Welch Allyn Comprehensive Partnership Program, you will receive:**

- **Remote Technical Support**—Troubleshoot issues, download updates and more using our trained technical staff and the Welch Allyn Service Tool
- **Parts and Labor**—Everything is included in your agreement
- **Faster Turnaround Time**—Prompt, dependable service to help ensure a fast first-time fix
- **Loaner Coverage**—Advanced replacement or access to loaners to ensure equipment is always available
- **Free Shipping**—All costs associated with shipping the product will be covered
- **Training Discounts**—Special pricing for clinical and technical training when needed and where available
- **Calibration Discounts**—Significantly reduced cost to have devices calibrated annually
- **Accessory Protection**—Depending on product, replacement of selected accessories, one per year, per device



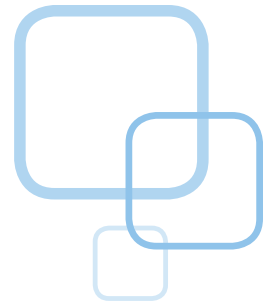
Partners in Care Services

SUPPORT | EDUCATION | PROFESSIONAL

**WelchAllyn**

Advancing Frontline Care™

# Comprehensive Partnership Program



With the Welch Allyn **Comprehensive Partnership Program**, we will be your trusted partner to give you peace of mind to know that equipment will be maintained at peak performance, making maintenance budgeting easier, all at a lower total cost of ownership while extending the life of your equipment.

## Advantages of the Comprehensive Partnership Program over a Traditional Warranty

Make sure you have the support you need. While product warranties provide basic assurance of Welch Allyn hardware quality, they may not include the full range of services and support you need for achieving your service level and cost objectives. Check out the following information and compare our warranty to the added benefits of a Comprehensive Partnership Agreement.

FEATURES	WARRANTY	COMPREHENSIVE PARTNERSHIP PROGRAM
<b>Hardware Support</b>		
Hardware and Software Support	Included	Included
Hardware Coverage	8 – 8, M – F EST <sup>2</sup>	8 – 8, M – F EST <sup>2</sup>
Replacement Parts	Included—Return device to Welch Allyn	Included—Return device to Welch Allyn
Repair Turnaround Times— <i>Dock to Dock excluding Transit</i>	10 – 15 Business Days	5 – 7 Business Days <sup>2</sup>
Advanced Exchange/Loaner— <i>Varies by Product</i>	Varies by product	Included, Overnight Shipping
Calibration	N/A	30% discount—1 per device per year <sup>1</sup>
<b>Software Support</b>		
Remote Diagnosis and Repair via PartnerConnect™— <i>Available for select products</i>	Included—Return device to Welch Allyn <sup>3</sup>	Remote 8 – 8, M – F EST <sup>2</sup>
Direct Access to Partners in Care Technical Support Center	N/A	Included 8 – 8, M – F EST <sup>2</sup>
Software Updates—New version of existing software with improvements to fix problematic bugs	Included—Return device to Welch Allyn <sup>3</sup>	Included—Remote 8 – 8, M – F EST <sup>2</sup>
<b>Additional Features</b>		
Online Clinical Training— <i>Available for select products</i>	Included	Included
Welch Allyn Service Tool— <i>Available for select products</i>	N/A	Silver Access
Accessory Protection— <i>Varies by product*</i>	N/A	Included

<sup>1</sup>Not applicable for products which do not require calibration.

<sup>2</sup>Availability of specific features, coverage hours and response times may vary by location or product. Other limitations may apply.

<sup>3</sup>Some updates, upgrades, troubleshooting and diagnostics may be handled through Welch Allyn remote services. Internet connection is required.

<sup>4</sup>Customers are entitled to receive predetermined accessories only when an accessory is broken. Customer must return the broken accessory to Welch Allyn.

For more information about Welch Allyn Support Services, please consult your local Welch Allyn representative, or go to: [www.welchallyn.com/services](http://www.welchallyn.com/services)

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