



**PHILIPS**

**RightFit**

Pre-hospital

Connected care



# Trusted Support

Count on us as your patients count on you

When you require a flexible service solution that can align with your business needs, RightFit Pre-Hospital is the correct choice for you. Our service contract offerings are tailored to meet your needs for preventative maintenance, on-site response and parts delivery with optional full parts coverage, back to bench repair and service loaners by fully trained Philips service engineers.

## Customisable Support

Philips RightFit Pre-Hospital offers a comprehensive range of options to best suit your organisation's service needs. Our Service contract options are designed around meeting your needs and offer you an excellent service experience, with open communication and a hands-on partnership with Philips. All service contracts include a documented contract and service work that meet the high standards that Philips work to.

## Dependable and tailored Service

When lives are on the line, it is crucial for responders and clinicians to be able to focus on the patient, not the equipment. RightFit Pre-Hospital provides you with the flexibility to tailor your service contract to meet your organisations needs. Keeping your medical equipment and systems operating at peak performance with a choice of packages available.

## What is included within the RightFit Pre-Hospital service agreement?

- Strong maintenance support with the flexibility you need
- Priority parts delivery for accelerated problem resolution
- Enhanced budget control with regular service payments and no unforeseen costs
- First level support from our expert Philips engineers
- Service loaner option
- Tailored Service contract – Value Preventative Maintenance or Primary Preventative Maintenance
- The knowledge that your equipment is being maintained according to OEM standards with or without planned maintenance

## What's your right fit?

Find out how we can help **you** find the right service contract to **meet your needs**.

Email:

[philipshealthcareuk.contracts@philips.co.uk](mailto:philipshealthcareuk.contracts@philips.co.uk)

or visit: [www.philips.co.uk/rightfit](http://www.philips.co.uk/rightfit)

# Helping maintaining optimum performance of your medical equipment, aids you to focus on your patients



Pre-hospital

Primary

Value

Support

Assist

## RightFit Pre-Hospital Services

RightFit Pre-Hospital Services		Value Preventive Maintenance	Primary Preventive Maintenance
Parts and Labour Coverage	Labour and Travel Preventive Maintenance service inspection	●	●
	Labour and Travel Corrective Maintenance	–	●
	Preventative Maintenance Parts	●	●
	Corrective Maintenance Parts	–	●
	Software updates	●	●
	Back to Bench Repair*	–	●
	Configured service loaner device during preventive maintenance or repair	●	●
System Availability	Telephone Technical Support Helpdesk	●	●
	Initial telephone response	1 hour	1 hour
	Onsite response	Planned	Next working day
Preventive Maintenance Service Window	Hours of coverage	Weekdays 9:00-17:00	Weekdays 9:00-17:00
Corrective Maintenance Service Window	Hours of coverage	–	Weekdays 9:00-17:00

\*Service loaner device - this is subject to availability of the device.

\*\*Commissioning: Can be discussed as part of the sales agreement charges may apply.

● Included  
– Excluded

## Detailed Description

### Preventive Maintenance (PM):

Maintaining your equipment and ensuring its optimal performance throughout its operational service life with regular preventive maintenance. It is recommended that equipment have regular annual preventative maintenance.

### Technical Telephone Support:

Technical telephone support from the Philips Customer Care Centre.

### Back to Bench Repair:

Included with the Primary PM or for an additional charge either with Value PM or for non-contract customers. A service loaner may be provided if available.

### Onsite response:

Includes engineer call out and on site labour between 09.00hrs to 17.00hrs, Monday through Friday, excluding UK Bank Holidays. Customers are to ensure equipment is available for Service.

