



**PHILIPS**

Diamond Select

# Diamond Select solutions **you can count on**

## The value of Diamond Select Philips Systems

Only systems that undergo our comprehensive refurbishment process are sold as Diamond Select, with the promise of a like-new experience.

## What does Philips offer?

Philips offers you an OEM refurbished system, which includes comprehensive maintenance provided by trained, local Philips service engineers. You'll receive the very latest software and field updates with every system purchased, plus clinical application support and onsite/offsite training. Even the warranty period is equal to a new Philips system, assuring you the protection and assistance you require.

If you're considering engaging a 3<sup>rd</sup> party re-seller/broker, first ask yourself – **'Will they be able to provide the same level of support I can get from Philips?'**

# Questions to ask when considering buying refurbished equipment through a broker

## Does the broker have all the details about the system offered, including make, model, serial number, and location?

You must feel confident that the specific system make and model you are interested in is readily available and comes with a proper, original serial number. Be certain you know the system's location and delivery procedure. With Philips Diamond Select products, all systems offered are located in one of our refurbishment facilities and available for immediate refurbishment and fast shipment.

## Does the broker have a written summary of their refurbishment process? Is it possible to visit the broker's refurbishment facility?

Any system refurbishment that is conducted should be itemized and reviewed by you prior to purchase. At Philips, we believe our customers value transparency, and we invite all interested customers to take a tour of one of our Refurbished systems factories, where they can ask questions about the process and see available systems at various stages of refurbishment. We provide a refurbishment summary, highlighting our process and our commitment to deliver a like-new experience.

## Does the broker know the system software level?

Operating with outdated software will not allow you to maximize the potential of your system.

It may even require a substantial investment to bring the unit up to the latest available software level. A Philips Diamond Select system always comes standard with the latest available software configuration.

## Does the broker offer a warranty? Who will provide service?

A 'limited' warranty may not provide adequate coverage. You may encounter service issues that fall outside the parameters. And who will provide quick and effective service when you need it? A single point of contact for purchase, warranty and service is essential for a positive, seamless experience. Philips Diamond Select systems have a warranty equal to new Philips systems, providing exceptional protection and assistance. Flexible and cost-effective Philips service programs are available to keep your system running at top performance for years to come.

	Diamond Select	Brokers
Philips hardware	✓	?
Complete decontamination	✓	?
Painting & powder coat	✓	?
Latest software level updates	✓	?
Original Philips parts	✓	?
Complete system documentation	✓	?
Full set of user manuals	✓	?
Data security	✓	?
Refurbishment of Philips Healthcare specifications	✓	?
Systems configured to your needs	✓	?
Philips warranty conditions	✓	?
Leadership position in Customer Service	✓	?

“Philips Diamond Select, the confidence of a like-new experience at an affordable price.”

