

# BiliChek® Service Agreement

## Service Agreement for BiliChek Non-Invasive Bilirubin Analyzer (Domestic)



Children's  
Medical  
Ventures

RESPIRONICS®

Children's Medical Ventures and Respironics offer a variety of service agreements designed to give you control over the cost of ownership of your BiliChek Non-Invasive Bilirubin Analyzer. When a service agreement is purchased for your BiliChek system, you are guaranteed (as outlined in our "360 Guarantee") timely and accurate repairs and preventive maintenance by highly experienced Respironics' technicians, saving you the expense of training your technical staff and purchasing test equipment.

# BiliChek® Service Agreement

## Basic BiliChek Service Agreement Package Includes:

- All parts and labor
- Full electrical, mechanical, and functional check
- Repair priority (service agreement units are given repair priority over non-service agreement units)
- Free upgrades of base software during repair/preventative maintenance (includes only base software, not enhancement options)
- Our “360 Guarantee”
- One year warranty on repair parts and labor

## Basic BiliChek Service Agreement with Annual Preventative Maintenance Package Includes:

- All service listed under the Service Agreement Package
- Replacement of trigger and function buttons
- Button contact points will be cleaned and inspected
- Replacement of lamp, IR/UV filter, lamp cap and lamp seal
- Free use of a loaner BiliChek while your unit is out of service

## Advantages to Service Agreements:

- Experienced technicians to ensure the job gets done quickly and accurately the first time
- Uptime guarantees
- Fixed costs: one time fee enables customer to know service costs
- Potentially less cost for a full year than one non-contract service repair



Customer Service: 1-800-345-6443 or 724-387-4000  
 Respironics Europe: +33-1-47-52-30-00  
 Respironics Asia Pacific: +81-3-5280-9611

Respironics, the Children's Medical Ventures heart design logo and BiliChek are registered trademarks of Respironics, Inc. and its affiliates.  
 © 2006 Respironics, Inc. and its affiliates. All rights reserved.

## Our “360 Guarantee”

- Unlike other companies that may guarantee the uptime of your fleet, Respironics guarantees that any BiliChek\* will not be out of service due to failure for more than seven calendar days or we will extend the warranty or service agreement on that BiliChek
- Our 360 Guarantee closes the loop on our commitment to service excellence

\* Applies only to BiliChek devices that are still under warranty or service agreement at the time of failure. Downtime begins when Respironics receives the failed unit.

Days Out of Service	Warranty or Service Agreement Extension
8 to 9 days	1 month
10 to 11 days	2 months
> 11 days	1 year



## Service Agreements and Preventative Maintenance (PM) Offerings for the BiliChek Non-Invasive Bilirubin Analyzer

SERVICE AGREEMENT (REPAIR ONLY)			
period	part no.	includes	price
1 Year	1026645	Basic Service Agreement Package	\$200.00
2 Years	1026646	Basic Service Agreement Package	\$350.00
3 Years	1026647	Basic Service Agreement Package	\$500.00
SERVICE AGREEMENT (REPAIR AND PREVENTATIVE MAINTENANCE)			
period	part no.	includes	price
1 Year	1026649	Basic Service Agreement Package PLUS Preventative Maintenance	\$250.00
2 Years	1026663	Basic Service Agreement Package PLUS Preventative Maintenance	\$425.00
3 Years	1026664	Basic Service Agreement Package PLUS Preventative Maintenance	\$600.00