



# SMARTCARE™ BIOMED SERVICE PROGRAM

Built to empower Biomedics with the training, repair parts and support resources needed to keep devices in-house and in-service.

Hillrom's SmartCare Biomed Service Program maximizes your ability to perform high-quality service, repairs and calibrations quickly and cost-effectively — helping you ensure every device is functioning safely and reliably. Help protect your organization's investments, while giving clinicians the tools they need to make informed patient care decisions.

## Service Results

- OEM Replacement Parts and Service Kits<sup>1</sup>
- Major Accessory Protection
- Accidental Damage Coverage
- Credits for Online Technical Service Training
- Priority Phone Support
- Free Shipping
- Software Updates



Protect your Welch Allyn®  
Connex® Monitors\*



### Protect Your Investments with the SmartCare™ Biomed Service Program

Welch Allyn® Connex® Monitors	Standard Warranty	SmartCare Biomed Program
Terms	2 Years	1, 2, 5 Years
Factory Repair Service <sup>2</sup>	✓	Biomed enabled to perform
Software Updates	✓	✓
Remote Technical Support	✓	✓
Factory Repair Turnaround <sup>2</sup>	10-15 Days	Biomed enabled to perform
Accessory Protection <sup>3</sup>	Limited	✓
OEM Replacement Parts and Service Kits <sup>1</sup>	—	✓
Preventive Maintenance (annual calibration)	—	Biomed enabled to perform
Loaner Coverage (repair only) <sup>4</sup>	—	✓
Free Shipping (expedited)	—	✓
Priority Phone Support	—	✓
Accidental Damage	—	✓
Online Technical Training <sup>5</sup>	—	✓

Extend your level of support beyond standard product warranties with the SmartCare Biomed Service program and experience peace of mind knowing that equipment will be maintained in-house, making your maintenance budgeting easier.

Visit [hillrom.com](http://hillrom.com) or contact your Hillrom representative to learn more.

#### hillrom.com

\* Available for the following products: Welch Allyn Connex Spot Monitor, Welch Allyn Connex Vital Signs Monitor and Welch Allyn Connex Integrated Wall System.

<sup>1</sup> Must successfully complete technical training prior for specific device to be eligible for replacements parts and service kits.

<sup>2</sup> Biomed enabled to perform repairs, upon successful completion of technical training. All factory warranties honored.

<sup>3</sup> Major accessories eligible for replacement if damaged or broken — one of each covered accessory per year, per device.

<sup>4</sup> A loaner device is subject to availability and only offered during a device repair event.

<sup>5</sup> Each device earns 1 credit redeemable towards online training. 10 credits (devices) equates to a payment for one online training module.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.