



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 Kits¹
- 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 ² | ✓ | Biomed enabled to perform |
| Software Updates | ✓ | ✓ |
| Remote Technical Support | ✓ | ✓ |
| Factory Repair Turnaround ² | 10-15 Days | Biomed enabled to perform |
| Accessory Protection ³ | Limited | ✓ |
| OEM Replacement Parts and Service Kits ¹ | — | ✓ |
| Preventive Maintenance (annual calibration) | — | Biomed enabled to perform |
| Loaner Coverage (repair only) ⁴ | — | ✓ |
| Free Shipping (expedited) | — | ✓ |
| Priority Phone Support | — | ✓ |
| Accidental Damage | — | ✓ |
| Online Technical Training ⁵ | — | ✓ |

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 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.

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

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

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

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

⁵ 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.