

Baxter



Technical Services for Spectrum Infusion Pumps

Protecting Your Investment, Empowering Your Care

V6/V8 Infusion Pump Service Plans

(V6 End-of-Service as of 12/31/2025)

BASIC Plan

Services include labor and parts required to restore the Equipment to its published operating specifications at Baxter depot. Fluid Ingress and Accidental damage coverage is not included.

SILVER Plan

Services include labor and parts required to restore the Equipment to its published operating specifications at Baxter depot. Fluid ingress coverage is included.

GOLD Plan

Services include labor and parts required to restore the Equipment to its published operating specifications at Baxter depot. Fluid ingress and accidental damage are included. Equipment deemed unrepairable will be replaced by a recertified equivalent. Up to 25% of aggregate devices may be replaced under this agreement.

EDGE Plan

Includes 50% discount off depot repair services; 20% discount off spare parts; and one (1) biomed engineer training described in Section 2 of this Agreement. This Plan does not include coverage for the wireless battery module (WBM).

EDGE PLUS Plan

Includes 50% discount off depot repair services; 20% discount off spare parts; and one (1) biomed engineer training described in Section 2 of this Agreement. Additionally, this Plan includes 20% discount off the purchase of new WBM(s) and WBM repair Services and replacement arising from defects in the WBM or Fluid Ingress to the WBM.

Spectrum IQ Infusion Pump Service Plans

Extended Premier Warranty:

Services include labor and parts required to restore the Equipment to its published operating specifications. Inbound/outbound shipping and WBM circuitry related to defects in materials and workmanship is included.

Extended Partner Warranty:

Services include One (1) Biomed engineering training; 20% discount on spare parts; 20% WBM discount; 30% WBM repair discount; Discounted Full Repair Service of \$75 per unit.

Service Complete Plan:

Services include labor and parts required to restore the Equipment to its published operating specifications. Inbound/outbound shipping and Accidental damage coverage is included.

Service Standard Plan:

Services include labor and parts required to restore the Equipment to its published operating specifications. Inbound/outbound shipping is included. Accidental damage covered is not included.

Service-able Plan:

Services include One (1) Biomed engineering training; 20% discount on spare parts; 20% WBM discount; 30% WBM repair discount; Discounted Full Repair Service of \$337.50 per unit.

Terms Applicable To All Service Programs

- Services Programs for new equipment commence upon the expiration of the original equipment warranty.
- During the term of the Services Program, additional equipment may be added to or removed from coverage upon the written agreement of Baxter and Customer. Any increase or decrease in the Services Program fee resulting from equipment additions or removals will be reconciled upon the expiration of the Services Program term during which the addition or removal took effect.

- Where applicable, Customer is solely responsible for delivering equipment to the specified Services depot and liable for all risk of loss or damage during transport. Baxter is solely responsible for delivering repaired equipment to Customer (via the commercial carrier selected by Baxter) and liable for all risk of loss or damage during transport.
- Service agreement does not cover damage during transit, damage to power cord or cosmetic damage.
- Baxter will endeavor to complete repairs within a reasonable period of time after equipment is received at the depot. Baxter makes no representation or warranty that repairs will be completed in any specific period of time.
- All equipment subject to preventive maintenance (PM) and/or repairs must be in good operating condition (as specified in the original equipment manufacturer service manual) upon commencement under the applicable Services Program. Baxter reserves the right to inspect equipment prior to commencing Services. Customer may incur additional fees to the extent Baxter is required to bring equipment up to good operating conditions. Any services performed by Customer to bring equipment up to good operating condition must be verified by Baxter.

Terms Applicable to Onsite Support Programs:

In certain circumstances, Baxter may agree to perform certain repairs and maintenance onsite. Not every repair can be performed onsite and Baxter may need to send some units to the depot for Level 2 repairs.

- PM and repairs eligible for on-site Services will be performed in an on-site location mutually agreed by Customer and Baxter.
- On-site Services will be performed during scheduled visits. Customer must use commercially reasonable efforts to make equipment available during such visits. In the event equipment is unavailable, Baxter will document the Services attempt.
- Services will be performed during standard business hours: normally between 8am – 5pm. Services performed outside of Services Program coverage hours may incur additional fees.
- Baxter will not perform Services while equipment is in use by a patient.
- Customer must provide parking for one Baxter service technician vehicle during on-site visits.
- Prior to the performance of Services, Customer must clean and disinfect equipment in accordance with the applicable service manual or Customer's protocol, whichever is more stringent
- Workspace must have appropriate lighting, electrical outlets (power supply), and environmental controls (sufficient heating/cooling and noise levels) for Baxter service technicians to perform Services safely. Workspace must also be capable of being secured to prevent loss or damage to parts and tools.

Hillrom Holidays

- New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, day after Thanksgiving,
- Christmas Eve and Christmas Day.
- If a holiday falls on a weekend, Hillrom may be closed the Friday before or the Monday after. Holidays may be changed or substituted at any time.

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