

**Baxter**  
**Welch Allyn**  
**RetinaVue**  
CARE DELIVERY MODEL



## SMARTCARE SERVICES

### COMPREHENSIVE AND PREMIUM **SMARTCARE** SERVICES PROGRAMS FOR THE **WELCH ALLYN RETINAVUE** 700 IMAGER

Let Baxter help you protect your investment and keep your retinal imaging program up and running. Worry less about interruptions or unexpected costs caused by equipment that is out for repairs, maintenance or firmware updates. **SmartCare** Services delivers the right mix of services to help minimize equipment downtime.

#### SMARTCARE SERVICES INCLUDE:

- **Advanced Exchange:** Baxter technicians will perform virtual diagnosis and troubleshooting and will exchange your device if repairs are deemed necessary.
- **SmartCare Remote Management:** Take control of the health and well-being of your connected **RetinaVue** 700 Imagers by proactively managing assets from a single, remote location with **SmartCare** Remote Management.\*
- **Accessory Protection:** Upon return of broken, eligible accessories, Baxter will replace one of each eligible accessory per year. If a device has more than one eligible accessory, we will replace each accessory, one time per year.\*
- **Accidental Damage:** Includes drop protection or damage caused by everyday use.\*
- **Free Shipping:** All costs associated with shipping the product will be covered.
- **Direct Access:** Get help from the **SmartCare** Services technical support center.

\*Available with Premium **SmartCare** Services Program

Suggested Fees Beyond the Standard Warranty [for reference only]:

- Battery replacement: \$230 to \$260
- Battery charger: \$260
- USB charging cable: \$29
- Out-of-warranty camera exchange: \$3,436.25

SmartCare Services for the RetinaVue 700 Imager

HARDWARE SUPPORT	WARRANTY	SMARTCARE COMPREHENSIVE	SMARTCARE PREMIUM
Hardware/Software Support	✓	✓	✓
Customer Service	8am - 8pm EST, M-F	8am - 8pm EST, M-F	8am - 8pm EST, M-F
Accessory Protection	N/A	✓	✓
Drop Protection	N/A	N/A	✓
SOFTWARE SUPPORT	WARRANTY	SMARTCARE COMPREHENSIVE	SMARTCARE PREMIUM
Virtual Diagnosis and Troubleshooting with our Technical Service Team	✓	✓	✓
Existing Software* and Firmware Updates and Improvements	✓	✓	✓
Remote Deployment of Software and Firmware Improvements with SmartCare Remote Management	—	—	✓

Ordering Information

PART NUMBER	DESCRIPTION	SMARTCARE REMOTE MANAGEMENT	LENGTH OF COVERAGE	TOTAL LIST PRICE - FULL TERM
S1-RV700-1	Comprehensive Support Program	—	1 Year	\$525
S1-RV700-1P	Premium Support Program	✓	1 Year	\$1,275
S1-RV700-3P	Premium Support Program	✓	3 Years	\$3,320
S1-RV700-5P	Premium Support Program	✓	5 Years	\$4,940

\*Pricing displayed is MSRP. Actual pricing may vary.

SmartCare Remote Management

Take control of the health and well-being of your RetinaVue 700 Imagers by proactively managing them from a single, remote location. SmartCare Remote Management ensures your devices are cared for correctly the first time so your team can focus on urgent matters.

Your authorized distributor can order SmartCare Services agreements. An activation card for each agreement will be shipped to you. Upon receipt of the activation card, go to [hillrom.com/activatesmartcare](https://hillrom.com/activatesmartcare) to fill out the form and activate your SmartCare Services program.

Visit [hillrom.com/welchallyn/service](https://hillrom.com/welchallyn/service) for more information and a complete listing of available SmartCare Services programs. Covered accessories and entitlements are subject to change without notice. Prices effective until September 30, 2024.

For more information, please contact your local distributor or Baxter sales representative at 1-800-535-6663.

\*New software applications and non-standard EMR software integrations may incur additional charges.

**Rx Only:** For safe and proper use of the products mentioned herein, please refer to the appropriate Operator’s Manual or Instructions for Use.

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.

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