

## Biomed Partnership Program

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

Your clinicians expect their diagnostic systems and devices to work flawlessly and be available when and where they need them. You and your Biomed staff expect support from a true partner who will provide the resources you need to fix problems and get devices back into the hands of users as quickly as possible.

The Welch Alllyn Biomed Partnership Program maximizes your ability to perform high-quality service, repair and calibration quickly and cost-effectively—helping you assure every device is functioning safely and reliably, and ultimately protecting your organization's investment, keeping patients safe and giving clinicians what they need to make informed patient care decisions.

### With our Biomed Partnership Program you will receive:

- **OEM Replacement Parts and Service Kits**—Delivered at no cost, and expedited to your facility for fast, factory-grade repairs
- **Comprehensive Accessory Protection**<sup>1</sup>—Major accessories eligible for replacement if damaged or broken—one per year, per device
- **Coverage of Accidental Damage**—Factory repair or replacement of devices damaged during fast-paced everyday use
- **Credits for Online Technical Service Training**—Each Welch Alllyn device covered in your site's program earns credit redeemable toward Certified Technical Service Training
- **Priority Response Time**—Service calls returned by a Welch Alllyn support specialist within four business hours
- **Loaner Unit Coverage**<sup>2</sup>—Back-up devices provided free of charge, if and when needed, to help eliminate gaps in service during repairs
- **Free Shipping**—Welch Alllyn pays all of the costs associated with shipping parts and devices both ways
- **Software Updates**—Upon release, gain access to bug fixes and minor improvements

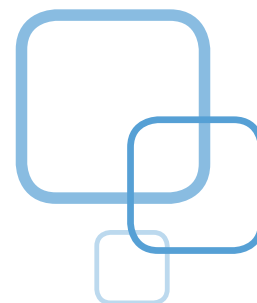


Partners in Care<sup>SM</sup> Services  
SUPPORT | EDUCATION | PROFESSIONAL

**WelchAlllyn**<sup>®</sup>

Advancing Frontline Care<sup>™</sup>

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With the Welch Allyn Biomed Partnership Program, you have peace of mind knowing that equipment will be maintained at peak performance in-house, making your maintenance budgeting easier.

## Advantages of the Biomed Partnership Program over a Traditional Warranty

Make sure you have the support you need. While product warranties provide basic assurance of Welch Allyn hardware quality, they may not include the full range of services and support you need for achieving your service level and cost objectives. Check out the following information and compare our warranty to the added benefits of a Biomed Partnership Program.

FEATURES	WARRANTY	BIOMED PARTNERSHIP PROGRAM
<b>Hardware Support</b>		
Hardware and Software Support	Included	Included
Hardware Coverage	8 – 8, M – F EST <sup>4</sup>	8 – 8, M – F EST <sup>4</sup>
Replacement Parts	Included—Return device to Welch Allyn	Delivered to Biomed in 2 – 4 Business Days <sup>4</sup>
Factory Repair Turnaround Times— <i>Dock to Dock excluding Transit</i>	10 – 15 Business Days	Biomed enabled to perform repairs. All factory warranties honored.
Loaner Devices	Varies by product	Included, Overnight Shipping <sup>2</sup>
Accidental Damage Coverage <sup>3</sup>	N/A	Repair or replacement of devices damaged during normal use and operation.
Accessory Protection— <i>Varies by product</i> <sup>7</sup>	N/A	Most accessories included <sup>1</sup>
<b>Software Support</b>		
Remote Diagnosis and Repair via PartnerConnect®— <i>Available for select products</i>	Included—Return device to Welch Allyn <sup>6</sup>	Remote 8 – 8, M – F EST <sup>4</sup>
Direct Access to Partners in Care Technical Support Center	N/A	Included 8 – 8, M – F EST <sup>4</sup>
Software Updates—New version of existing software with improvements to fix problematic bugs	Included—Return device to Welch Allyn <sup>6</sup>	Included—Remote 8 – 8, M – F EST <sup>4</sup>
<b>Additional Features</b>		
Online Clinical Training— <i>Available for select products</i>	Included	Included
Online Technical Service Training— <i>Available for select products</i>	N/A	Each device earns 1 credit redeemable towards online training. 10 credits (devices) = payment for one online training module.
Welch Allyn Service Tool— <i>Available for select products</i>	N/A	Gold license awarded upon successful training certification <sup>5</sup> .

<sup>1</sup>A complete list of accessories covered per device is available at [welchallyn.com/services](http://welchallyn.com/services).

<sup>2</sup>Loaners are offered on a first come, first served basis and are not guaranteed to be available upon request.

<sup>3</sup>Please see the Biomed Partnership Support Agreement for complete details regarding coverage of accidental damage.

<sup>4</sup>Availability of specific features, coverage hours and response times may vary by location or product. Other limitations may apply.

<sup>5</sup>Biomed training for specific devices must be obtained prior to receiving higher levels of access in the Welch Allyn Service Tool.

<sup>6</sup>Some updates, upgrades, troubleshooting and diagnostics may be handled through Welch Allyn remote services. Internet connection is required.

<sup>7</sup>Customers are entitled to receive predetermined accessories only when an accessory is broken. Customer must return the broken accessory to Welch Allyn.

For more information about Welch Allyn Support Services, please consult your local Welch Allyn representative, or go to: [www.welchallyn.com/services](http://www.welchallyn.com/services)

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