



Vision™ Express Holter Analysis System

	Standard Warranty	Partners in Care SM Software Maintenance
Phone Support	Standard Business Hours	Standard Business Hours
Remote Access	Standard Business Hours	Standard Business Hours
Software Updates	Included	Included

HScript™ Holter Analysis System

	Standard Warranty	Partners in Care Software Maintenance	Partners in Care Hardware Maintenance	SmartCare™ Complete
Phone Support	Standard Business Hours	Standard Business Hours	Standard Business Hours	Standard Business Hours
Remote Access	Standard Business Hours	Standard Business Hours	Standard Business Hours	Standard Business Hours
Software Updates	Included	Included	Not Included	Included
On-Site Support	Not Included	Not Included	Not Included	Standard Business Hours

H3+™ and H12+™ Holter Recorders

	Standard Warranty	Warranty Uplift	Partners in Care Premium
Phone Support	Standard Business Hours	Partners in Care Premium Uplift Option Available	Standard Business Hours
Remote Access	Standard Business Hours		Standard Business Hours
Next-Day Replacement	Included		Included
Accidental Damage	Not Included		Included

Holter Service Options

Well-maintained and efficiently running equipment allows you to focus your attention on providing the high quality of care your patients expect and deserve. That is why Welch Allyn offers premium-level warranty coverage with the purchase of these systems. When making a significant equipment purchase, ensuring you have local, factory-trained field service engineers available for dispatch provides peace of mind that you have the device manufacturer behind you as a business partner. Invest now in a Welch Allyn SmartCare Complete Service Contract and protect your investment at today's pricing.

Phone Support — Standard business hours for phone support are 7 am to 5 pm, Monday-Friday (CST) and the toll-free number is 1-888-667-8272. Extended phone support is available 24 hours a day, 7 days a week, 365 days a year.

Remote Access — The service team can access your system remotely for efficient troubleshooting. We can retrieve log files and adjust your system settings, change export functions and update archive locations. We are also able to perform remote software updates, allowing flexibility in scheduling to work at a time that is most convenient for you.

On-Site Support — Welch Allyn has a large domestic field service engineering team to provide complete on-site servicing of all equipment. These services include both hardware repair and software maintenance, and cover all expenses due to labor, travel and non-consumable materials for contracted equipment during standard business hours.

Software Updates — Software version updates include software performance enhancements and will be provided at no charge while under any warranty or service contract. A product update document, which details the changes from the previous software version, will be provided along with installation services. Training and software upgrades are not included.

Exchange/Next-Day Replacement — Exchange services entitle you to receive a factory-reconditioned unit in exchange for a unit that has failed during normal operating conditions. These units will be delivered in "like new" condition and will honor the existing warranty/service contract. Welch Allyn assumes all freight charges. Program also provides coverage against **accidental damage** to the contracted equipment.

For more information, contact your local Welch Allyn representative or visit www.welchallyn.com.



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