

The security and support you need.
From a partner you trust.



Biomed Partnership Program

A support services program designed specifically for your fast-paced hospital environment.

Every day, you strive for the highest level of patient care. To achieve it you need consistent, optimum performance—not just from your staff, but from the diagnostic systems and devices they use to enhance clinical decisions and ensure patient safety. **Welch Allyn Partners in Care Biomed Partnership Program** enables you to keep devices in house, up to date and in service.

With our Biomed Partnership Program you will receive:

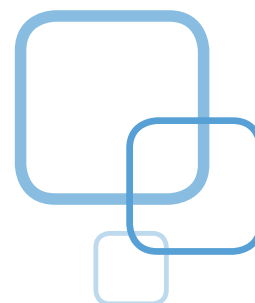
- **Fast Response Time**—Service calls returned within four business hours
- **Replacement Parts and Service Kits**—No cost for certain parts that need to be replaced while under agreement
- **Online Technical Training**—Become Welch Allyn trained to repair products without having to leave your facility
- **Full access to the Welch Allyn Service Tool**—Calibrate and validate onsite using the proprietary software designed by Welch Allyn
- **Loaner Coverage**—When and if necessary a loaner will be provided free of charge including shipping and handling costs, and remain on-site during the equipment repair
- **Free Shipping**—All costs associated with shipping the product will be covered
- **Faster Turnaround Time**—Prompt, dependable service to help ensure a fast first-time fix
- **Accessory Protection**—Depending on product, replacement of selected accessories, one per year, per device
- **Software Updates and Upgrades**—Upon release, gain access to bug fixes, minor improvements and new functionality



Partners in Care Services™
SUPPORT | EDUCATION | PROFESSIONAL

WelchAllyn®

Advancing Frontline Care™



Biomed Partnership Program

With the Welch Allyn Biomed Partnership Program, you have peace of mind knowing that equipment will be maintained at peak performance in house, making maintenance budgeting easier, all at a lower total cost of ownership while extending the life of your equipment.

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 Agreement.

FEATURES	WARRANTY	BIOMED PARTNERSHIP PROGRAM
Hardware Support		
Hardware and Software Support	Included	Included
Hardware Coverage	Extended Business Hours, M – F ²	Business Hours, M – F ²
Replacement Parts	Included—Return device to Welch Allyn	Delivered to Biomed in 2 Business Days ²
Repair Turnaround Times— <i>Dock to Dock excluding Transit</i>	10 – 15 Business Days	5 – 7 Business Days
Loaners— <i>Varies by product</i>	Varies by product	Yes, 2 Business Days ²
Calibration	N/A	Discount—1 per year per device. As needed for platform products ¹
Software Support		
Remote Diagnosis and Repair	Included—Return device to Welch Allyn ⁴	Included—Remote Business Hours, M – F ¹
Dedicated Partners in Care Access Line	N/A	Included—Business Hours, M – F ²
Software Updates—New version of existing software with improvements to fix problematic bugs	Included—Return device to Welch Allyn ²	Included—Remote Business Hours, M – F ¹
Software Upgrades—Major release with new or enhanced features or functions	N/A	Included ⁴
Additional Features		
Online Clinical Training— <i>Available for select products</i>	Included	Included
Online Technical Training— <i>Available for select products</i>	N/A	Included
Welch Allyn Service Tool— <i>Available for select products</i>	N/A	Gold Access ³
Accessory Protection— <i>Varies by product⁵</i>	N/A	Included

¹Not applicable for products which do not require calibration.

²Availability of specific features, coverage hours and response times may vary by location or product. Other limitations may apply.

³Biomed training for specific devices must be obtained prior to receiving higher levels of access in the Welch Allyn Service Tool.

⁴Some updates, upgrades, troubleshooting and diagnostics may be handled through Welch Allyn remote services. Internet connection is required.

⁵Customers 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



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