

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. The Welch Allyn 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

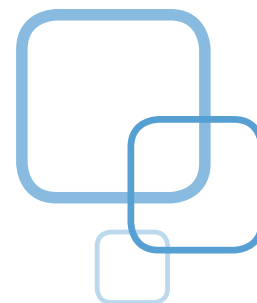


Partners in Care Services
SUPPORT | EDUCATION | PROFESSIONAL

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 | 8 – 8, M – F EST ² | 8 – 8, M – F EST ² |
| Replacement Parts | Included—Return device to Welch Allyn | Delivered to Biomed in 2 – 4 Business Days ² |
| Repair Turnaround Times— <i>Dock to Dock excluding Transit</i> | 10 – 15 Business Days | 5 – 7 Business Days ² |
| Loaners | Varies by product | Included, Overnight Shipping ² |
| Calibration | N/A | 30% discount for non-Service Tool enabled products ¹ Included for Service Tool enabled products ³ |
| Software Support | | |
| Remote Diagnosis and Repair via PartnerConnect™— <i>Available for select products</i> | Included—Return device to Welch Allyn ⁴ | Remote 8 – 8, M – F EST ² |
| Direct Access to Partners in Care Technical Support Center | N/A | Included 8 – 8, M – F EST ² |
| Software Updates—New version of existing software with improvements to fix problematic bugs | Included—Return device to Welch Allyn ⁴ | Included—Remote 8 – 8, M – F EST ² |
| 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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