

## MCARE SERVICE PLANS

### CRITICAL CARE:

SERVO-i® / SERVO-s® / COMPRESSOR-MINI / FLOW-i



#### **Now, more than ever, time is money:**

Nowhere is that more evident than in the hospital where equipment reliability is of paramount importance. Patients depend on the hospital for excellent care and support, and the hospital can rely on MAQUET for support plans and services to match different budget requirements designed to keep equipment operating to its potential and within manufacturer's specifications.

Whether the need is a full-service support plan for all maintenance and

service responsibility, or whether training and parts support is required by a full complement of skilled biomedical technicians, MAQUET provides the solution.

MCare plans are designed to help ensure that critical equipment is operational when needed, protecting investment dollars, simplifying maintenance, and extending useful life to minimize the cost of ownership.

MAQUET — The Gold Standard.

## EMPOWERING OUR CUSTOMERS

### MCARE SERVICE PLANS: GOLD, SILVER, BRONZE

**MAQUET MCare offers complete flexibility with a variety of services to meet your needs.** Through MCare we provide all services needed throughout the life cycle of your equipment. MCare is our worldwide service concept. No matter what MCare solution you choose, our global network ensures high-quality services for your MAQUET product. Achieve optimum performance and maximize the value of your investment.

**The main purpose with maintenance, repair and spare parts is to ensure the product is available at all times.** We know that every hour or day a unit is not functioning represents a significant cost for you as a customer. By signing up for one of our MCare service plans, you would reduce the

number of purchase orders, lower the overall purchasing costs, enhance cost predictability and maximize uptime.

#### More MAQUET MCare benefits for you:

- Priority response
- Local factory-certified Field Service Engineers
- Recertified every 2 years
- Average of 15 years of service experience
- OEM warranted parts
- Specialized proprietary tools/test equipment
- Documentation for JCAHO
- 24/7 technical support
- Service loaner equipment (for eligible equipment)

MAQUET CRITICAL CARE	GOLD	SILVER	BRONZE	WARRANTY
Travel & Labor: Repair Services	✓	✓		✓
Replacement Parts: Repair Services	✓	✓		✓
Travel & Labor: PM Services	✓	✓	✓	
Replacement Parts: PM Services	✓	✓	✓	
Technical Services Telephone Support	✓	✓	✓	✓
Emergency After-hour Travel and Labor	✓			
Battery Modules	✓			
20% discount on Parts, Travel and Labor Outside Contract Coverage	✓	✓		
Quarterly Billing Options	✓			

**For more information  
contact MAQUET at  
888-627-8383 or  
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