

Take the worry out of interruptions to your workflow—we'll be your support.

Comprehensive Partnership Program

A support services program designed specifically for your busy medical practice.

Let Welch Allyn eliminate the worry of interruptions caused by equipment that is out for repair or calibration. You need a quick and cost-effective solution to help minimize equipment downtime and have it back into the hands of your caregivers when and where they need it.

The **Welch Allyn Comprehensive Partnership Program** is designed to help manage your equipment and ensure it helps you provide continuous care for your patients while improving the bottom line. It's simple, cost-effective and from a partner you've come to rely on—Welch Allyn.

With the Welch Allyn Comprehensive Partnership Program, you will receive:

- **Remote Technical Support**—Troubleshoot issues, download updates and more using our trained technical staff and the Welch Allyn Service Tool.
- **Parts and Labor**—Everything is included in your agreement.
- **Faster Turnaround Time**—Prompt, dependable service to help ensure minimal down time.
- **Loaner Coverage**—Advanced replacement or access to loaners during repair to ensure equipment is always available.
- **Free Shipping**—All costs associated with shipping the product will be covered.
- **Training Discounts**—Special pricing for clinical and technical training when needed and where available.
- **Calibration**—As an available option, fully covered costs to have your device calibrated and certified annually.
- **Accessory Protection**—Replacement of most of the accessories originally included with your device.



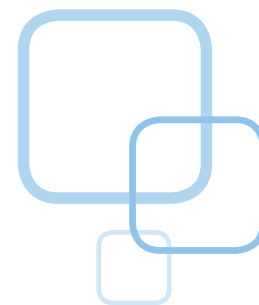
Partners in Care ServicesSM

SUPPORT | EDUCATION | PROFESSIONAL

WelchAllyn[®]

Advancing Frontline Care[™]

Comprehensive Partnership Program



With the Welch Allyn **Comprehensive Partnership Program**, we will be your trusted partner to give you peace of mind to know that equipment will be maintained at peak performance, making maintenance budgeting easier, all at a lower total cost of ownership while extending the life of your equipment.

Advantages of the Comprehensive Partnership Program over a Standard 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 Comprehensive Partnership Agreement.

FEATURES	WARRANTY	COMPREHENSIVE 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	Included—Return device to Welch Allyn
Repair Turnaround Times— <i>Dock to Dock excluding Transit</i>	10 – 15 Business Days	5 – 7 Business Days ²
Advanced Exchange/Loaner— <i>Varies by Product</i>	Varies by product. Additional charges may apply.	Included, Overnight Shipping
Certified Calibration ¹	N/A	Available Option
Software Support		
Remote Diagnosis and Repair via PartnerConnect [®]	Included—Return device to Welch Allyn ³	Remote 8 – 8, M – F EST ²
Dedicated 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 ³	Included—Remote 8 – 8, M – F EST ²
Additional Features		
Online Clinical Training— <i>Available for select products</i>	Included	Included
Welch Allyn Service Tool— <i>Available for select products</i>	N/A	Silver Access
Accessory Protection— <i>Varies by product</i>	N/A	Most Accessories Included ⁴

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.

³Some updates, upgrades, troubleshooting and diagnostics may be handled through Welch Allyn remote services. Internet connection is required.

⁴Customers are entitled to receive most accessories originally shipped with their device. Accessories are replaced only when broken. Customer will be requested to return broken accessory to Welch Allyn. For a complete list of covered accessories by product line refer to www.welchallyn.com/services.

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

Welch Allyn Corporate Headquarters
4341 State Street Road, P.O. Box 220
Skaneateles Falls, NY 13153-0220 U.S.A.
Telephone: +1.315.685.4100 OR +1.800.535.6663
Fax: +1.315.685.0054



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