

Stress Testing

SmartCare™ Complete Service Options



Q-Stress® Cardiac Stress Testing System

	Standard Warranty	SmartCare™ Complete
Phone Support	Standard Business Hours	Standard Business Hours
Remote Access	Standard Business Hours	Standard Business Hours
On-Site Support	Standard Business Hours	Standard Business Hours
Preventive Maintenance	Annually	Annually
Software Updates	Included	Included

XScribe™ Cardiac Stress Testing System

	Standard Warranty	SmartCare™ Complete
Phone Support	Standard Business Hours	Standard Business Hours
Remote Access	Standard Business Hours	Standard Business Hours
On-Site Support	Standard Business Hours	Standard Business Hours
Preventive Maintenance	Annually	Annually
Software Updates	Included	Included

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 our Stress 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.

Stress Testing SmartCare Complete Service Options

Phone Support — Standard business hours for phone support are 7am to 5pm, 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 to retrieve system log files and perform service-related functions. Remote software updates can also be performed, 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 customers with 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.

Preventive Maintenance — Preventive maintenance will be performed per manufacturer's specifications on all contracted equipment at the customer's facility. Welch Allyn will contact you to schedule the annual on-site preventive maintenance. Or, if you contact us first, it will be provided within 15 business days of receipt of request.

Software Updates — Software version updates include software performance enhancements and will be provided to the customer at no charge for products under warranty or service contract. A Product Update document, which details the changes from the previous software version, will be provided along with installation services, which are at no additional charge. Training and software upgrades are not included.

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



Clinical excellence. Connected solutions. Continuous innovation.
Welch Allyn Cardiology is proud to be powered by Mortara.

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