EXPERIENCE PEACE OF MIND WITH PROACTIVE SERVICES

Let Hillrom help minimize interruptions to patient care and unexpected costs caused by equipment that is out for repair or maintenance. Our SmartCare Protection and Protection+ programs deliver the right mix of services to help you reduce equipment downtime and keep devices in the hands of your caregivers.

SMARTCARE™ SERVICES

Service Results

- Experience fewer interruptions in care
- Maximize the life of your devices and systems
- Reduce repair costs
- Stay compliant with local and national accreditations

Protect your Welch Allyn® Connex® Vital Signs Monitor
Protect Your Investment from the Start with SmartCare™ Protection & Protection+

<table>
<thead>
<tr>
<th>Connex® Vital Signs Monitor</th>
<th>Standard Warranty</th>
<th>Protection</th>
<th>Protection+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terms</td>
<td>2 Years</td>
<td>3 Years</td>
<td>3 Years</td>
</tr>
<tr>
<td>Factory Repair Service</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Software Updates</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Remote Technical Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Factory Repair Turnaround</td>
<td>10-15 Days</td>
<td>5-7 Days</td>
<td>5-7 Days</td>
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<tr>
<td>Accessory Protection</td>
<td>Limited</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>OEM Replacement Parts</td>
<td>—</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Loaner Coverage (Repair Only)</td>
<td>—</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Free Shipping ( Expedited)</td>
<td>—</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Priority Phone Support</td>
<td>—</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Accidental Damage</td>
<td>—</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Preventive Maintenance (Annual Calibration)</td>
<td>—</td>
<td>✓ (Factory)</td>
<td>✓ (On-site)</td>
</tr>
<tr>
<td>On-Site Repair Service²</td>
<td>—</td>
<td>—</td>
<td>✓</td>
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<tr>
<td>Online Technical Training⁴</td>
<td>—</td>
<td>50% Discount</td>
<td>50% Discount</td>
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</table>

SmartCare Service Program Options

<table>
<thead>
<tr>
<th>Program</th>
<th>Part Number</th>
<th>Program Terms</th>
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</thead>
<tbody>
<tr>
<td>Protection</td>
<td>S1-CVSM-PRO-PS</td>
<td>3 Years</td>
</tr>
<tr>
<td>Protection+</td>
<td>S9-CVSM-PROPLUS-PS</td>
<td>3 Years</td>
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</tbody>
</table>

Accessories Covered Under SmartCare Service Programs

- Temperature probes
- Patient Cables
- ECG module with patient cables
- USB connectivity cable
- Barcode scanner
- Battery
- SpO₂ Sensors & Cables
- Power cord
- Braun ThermoScan® PRO 4000 and PRO 6000 thermometer

Visit hillrom.com/welchallyn/service or contact your Hillrom representative to learn more.

hillrom.com

¹ Must have at least 10 devices at each location to be eligible for SmartCare Protection+.
² Major accessories eligible for replacement if damaged or broken—one of each covered accessory per year, per device.
³ A loaner or exchange device is available if your device cannot be repaired on-site.
⁴ Online Technical Training discount only applies to device(s) covered under SmartCare Protection or Protection+ program. The number of training sessions cannot exceed the total number of devices covered.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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