



SmartCare™ Services

# Onsite Preventive Maintenance, Calibration and Repair

## Service just got smarter.

When it comes to keeping patients safe and protecting your facility, proper equipment performance and calibration are key. The challenge is, you simply don't have the resources to keep up with increasing maintenance demands.

*At Welch Allyn, we hear you, and we're here to help.*

## Our new SmartCare™ Service

Offerings for preventive maintenance, calibration and same-day device exchange are designed to keep your Welch Allyn devices in top operating condition and maximize uptime. You get the equipment accuracy and reliability you need for patient safety, plus peace of mind knowing you're always prepared with the regulatory compliance documentation. And you get it all from programs that are simple, convenient and affordable.

**SMARTCARE™ SERVICE** IS AVAILABLE FOR SELECT **WELCH ALLYN DEVICES** ON AGREEMENTS OF 10 UNITS OR MORE.



Connex® Spot Monitor



Connex® Vital Signs Monitor



Connex® Integrated Wall System



Spot Vital Signs LXi device



Spot Vital Signs device

And because we focus on our own devices and solutions, Welch Allyn is uniquely positioned to accelerate the deployment process and immediately address any issues related to integration, customer support or warranty provisions.

## Choose from two smart solutions for your facility.

### SmartCare™ Prevention Service

Annual preventive maintenance and calibration of devices under contract performed onsite to ensure you keep calibrations up to date ahead of external audits.

### SmartCare™ Complete Service

Includes the same preventive maintenance and calibration services outlined above, with the addition of onsite exchanges (four hours or less) if a device is in need of repair. It's a smart solution for ensuring minimum downtime and avoiding factory repair freight costs, device loaner/rental fees and turnaround time.

### Building on a partnership.

For years, facilities have turned to Welch Allyn Partners in Care™ for the support, education and services needed to keep equipment in the hands of clinicians. Now, with SmartCare™ Service offerings, we're supplementing our return-to-factory programs to help meet the onsite needs of a wide range of facilities and help you deliver the optimal patient care with minimal disruption.

SmartCare™ Service	SmartCare™ Prevention Service	SmartCare™ Complete Service
Onsite preventive maintenance and calibration	✓	✓
Onsite preventive maintenance, calibration and local device exchange		✓
Scheduled preventive maintenance and calibration	✓	✓
Technical support		✓
Available software upgrades		✓
Limited accessory protection		✓

Partners in Care™ return-to-factory service	Partners in Care—time and material repair	Partners in Care—comprehensive no calibration	Partners in Care—Biomed	Partners in Care—comprehensive with calibration
Technical support		✓	✓	✓
Available software upgrades		✓	✓	✓
Limited accessory protection		✓	✓	✓
Repairs performed at factory	✓	✓	✓	✓
Factory preventive maintenance and calibration				✓
No charge parts		✓	✓	✓
No charge loaners		✓	✓	✓
Certified repair training			✓	

To learn more about SmartCare™ Service, or other ways we can help your facility work smarter, **talk to your Welch Allyn representative today.**