

Ordering Information

Ordering Information	Order Number
ROTABLATOR™ EverCare Service Plan 3 YEARS	SRVH749ROTATC30
ROTABLATOR™ EverCare Service Plan 4 YEARS	SRVH749ROTATC31
POS 1 YR ROTAPRO Essential Care*	SRVH749ROTA2001
POST 1 YR ROTAPRO Essential Care**	SRVH749ROTA2005
ROTAPRO SAFETY TESTING (STK)	SRVH749ROTATC29
POST 1 YR Rotablator Essential Care	SRVH749ROTA1005
POST 2 YR Rotablator Essential Care	SRVH749ROTA1006
POST 3 YR Rotablator Essential Care	SRVH749ROTA1007
POST 4 YR Rotablator Essential Care	SRVH749ROTA1008
ROTABLATOR SAFETY TESTING (STK)	SRVH749ROTATC28

*POS: We encourage customers to include service contract as a part of the purchase agreement (service contract at Point-Of-Sale or POS). The service contract will automatically start the day after one-year warranty expires.

**POST: If a service contract was not acquired at POS. We encourage customers to purchase service contract before the warranty expires to ensure timely execution and continuous coverage.

To find out more about ROTABLATOR™ and ROTAPRO™ Rotational Atherectomy System and the Expert capital equipment technical services please contact your local Boston Scientific representative.

**Boston
Scientific**
Advancing science for life™

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ROTABLATOR™ & ROTAPRO™

Rotational Atherectomy System

**Boston
Scientific**
Advancing science for life™

ExpertCare Capital Equipment Technical Services

SERVICE & UPGRADE PROGRAMME



Master the Complex™

Provide the highest quality treatment for your patients with the EVERCARE service programme

Boston Scientific's Field Service Engineers have the service expertise that comes from years of collaboration with you, our customers. They will ensure you have the latest technology and it is kept up to date so you can focus on providing the best possible care for your patients.

ROTABLATOR SERVICE AND UPGRADE PROGRAMME

EVERCARE This comprehensive programme is ideal for customers who want peace of mind and hardware upgrade at no additional cost. This service support program also includes:

24/7 phone support: In-house technical field engineers are always available to help you deal with error messages and to provide your team remote support to shorten the troubleshooting process.

One annual on site electrical test: To keep your ROTABLATOR™ equipment running smoothly and to minimize equipment downtime.

WHY DO I NEED A SERVICE PACKAGE?

It is not unusual for modern technological systems to occasionally fail, and in the Cardiology environment this could result in the delay of a treatment to a patient, and perhaps the need for readmission to hospital. You can reduce this risk by ensuring your equipment is routinely maintained to a high standard.

HOW ARE REPAIRS CONDUCTED?

If there is a reported problem with a ROTABLATOR™ Rotational Atherectomy System, our goal is to dispatch a replacement system within two working days, and arrange for collection of the faulty model.

Our service department offers excellent 'on site' and 'off site' service support with a free phone number direct to our European service centre. It has been identified that 15% of system failures can be resolved over the phone by our highly qualified and experienced support staff.

HOW DO I PAY FOR MY SERVICE CONTRACT?

The service contract can be paid for in full when you place an order for your equipment. Alternatively, if you already have a ROTABLATOR™ console on site, we can offer you the option of annual payments to start at your preferred date. For those departments that have more than one piece of Boston Scientific equipment, we can also personalize your service packages to meet your needs.

Your 'Boston Scientific' representative can provide you with more information as required. Please be aware the service contracts excludes associated consumables.

ROTABLATOR™ EVERCARE Service Programme

Protect your new investment and experience peace of mind with **ExpertCare Service Programmes**.

When your ROTABLATOR™ is in need of service, we can help you to avoid downtime by promptly shipping you a replacement system in exchange for your non-operational system.

Service Programme Features	EverCare	EssentialCare
Unlimited 24/7 technical phone support	YES	YES
Guaranteed uptime with replacement unit within 48H. Replacement unit remains at customer	YES	YES
FREE hardware upgrade ¹	YES	NO
On site Annual Preventative Maintenance Visit and electrical testing	YES	NO ²

¹Provides a capital hardware upgrade from ROTABLATOR™ Atherectomy System to the next generation. Capital Equipment Hardware upgrade and all required software upgrade/updates included if they become commercially available during the contract period.

²Essential Care does not include on-site visits from Boston service engineer. If a new/refurbished unit is sent in, it is hospital's responsibility to connect/test it. On-site support can be purchased separately. Annual On-Site Safety and Functional Test (STK) is an additional option. This can only be provided on top of purchased Essential Care cover, and will be needed if you require an annual electrical safety test of your Rotational atherectomy system.

