

# EP Capital Equipment services for equipment support



# LABSYSTEM™ PRO EP RECORDING SYSTEM

ExpertCare Service Program

## ONLINE, ON THE PHONE, OR ONSITE, WE'RE HERE FOR YOU.

We're here to provide continuing support, and lasting peace of mind. That's why we offer a reliable, flexible portfolio of service options that meet every budget and need. With ExpertCare, we take care of you - so you can take care of your patients.



LABSYSTEM PRO	EverCare Plus	TotalCare	EssentialCare	PMCare
Term/Coverage	5 years	1 - 5 years	1 - 5 years	1 year
Access to technicians via phone	✓	✓	✓	✓
24/7 phone support during patient procedure	✓	✓	✓	✓
100 % coverage on parts	✓	✓		
100 % coverage on labour charges	✓	✓	✓	
Unlimited service repair visits	✓	✓	✓	
Standard next day shipping	✓	✓	✓	✓
One preventative maintenance visit per year including functional and electrical safety test (EST/STK)	✓	✓	✓	✓
100 % coverage on loaner equipment	✓	✓		
Software updates	✓	✓	✓	✓
24-hour onsite service guarantee System Down	✓	✓		
Priority designation in service repair queue	✓	✓		
One Hardware Upgrade (Amplifier)	✓			
One Hardware Upgrade (CPU)	✓			
Software upgrades	✓			



# MICROPACE

ExpertCare Service Program

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**MicroPace** |||



MicroPace	TotalCare	EssentialCare	PMCare
Term/Coverage	1 - 5 years	1 - 5 years	1 year
Access to technicians via phone	✓	✓	✓
24/7 phone support during patient procedure	✓	✓	✓
100 % coverage on parts	✓		
100 % coverage on labour charges	✓	✓	
Unlimited service repair visits	✓	✓	
Standard next day shipping	✓	✓	✓
One preventative maintenance visit per year including functional and electrical safety test (EST/STK)	✓	✓	✓
100 % coverage on loaner equipment	✓		
24-hour onsite service guarantee System Down	✓		
Priority designation in service repair queue	✓		





# INTELLAGEN™

Cardiac Ablation System

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INTELLAGEN	EssentialCare
Term/Coverage	1 - 5 years
Access to technicians via phone	✓
24/7 phone support during patient procedure	✓
Priority designation in service repair queue	✓
100 % parts and replacement coverage/swap unit	✓
24-hour response time for down system	✓
Preventative Maintenance (incl STK/EST) every 24 months	✓



# RFP-100A

Radiofrequency Puncture Generator

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RFP-100A	EssentialCare
Term/Coverage	1 - 5 years
Access to technicians via phone	✓
24/7 phone support during patient procedure	✓
Priority designation in service repair queue	✓
100 % parts and replacement coverage/swap unit	✓
24-hour response time for down system	✓



# OPAL HDx™

Mapping System | ExpertCare Service Program

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OPAL HDx	EverCare	TotalCare	EssentialCare
Term/Coverage	3 - 4 years	1 - 4 years	1 - 4 years
Access to technicians via phone	✓	✓	✓
24/7 phone support during patient procedure	✓	✓	✓
100 % coverage on parts	✓	✓	
100 % coverage on labour charges	✓	✓	✓
Unlimited service repair visits	✓	✓	✓
Standard next day shipping	✓	✓	✓
One preventative maintenance visit per year including functional and electrical safety test (EST/STK)	✓	✓	✓
Priority designation in service repair queue	✓	✓	
Software updates	✓	✓	✓
24-hour onsite service guarantee System Down	✓	✓	
1 hardware upgrade of workstation	✓		
100 % coverage on loaner equipment	✓	✓	



# SMARTFREEZE™

Cryoablation System Console

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SMARTFREEZE	TotalCare	PMCare
Term/Coverage	1 - 5 years	1 - 5 years
Access to technicians via phone	✓	✓
24/7 phone support during patient procedure	✓	✓
100 % coverage on parts and labour charges	✓	
Unlimited service repair visits	✓	
Standard next day shipping	✓	✓
One preventative maintenance visit per year including functional and electrical safety test (EST/STK)	✓	✓
100 % coverage on loaner equipment	✓	
Software updates	✓	
24-hour onsite service guarantee System Down	✓	
Priority designation in service repair queue	✓	

# FARASTAR™

## Pulsed Field Ablation Generator

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FARASTAR	EverCare	TotalCare	PMCare
Term/Coverage	3 years	1 - 5 years	1 - 5 years
Access to technicians via phone	✓	✓	✓
24/7 phone support during patient procedure	✓	✓	✓
100 % coverage on parts and labour charges	✓	✓	
Unlimited service repair visits	✓	✓	
Standard next day shipping	✓	✓	✓
One preventative maintenance visit per year including functional and electrical safety test (EST/STK)	✓	✓	✓
100 % coverage on loaner equipment	✓	✓	
Software updates	✓	✓	
1 business day onsite service guarantee System Down	✓	✓	
Priority designation in service repair queue	✓	✓	
Upgrade Mapping System Module	✓		
1 software upgrade to newest version	✓		





## Our support doesn't end after purchase. It's just beginning.

From troubleshooting problems over the phone to providing fast onsite, or even remote service, our support helps maximise cost control and minimise downtime. Our field service engineers are specialists – trained on the entire portfolio of Boston Scientific capital equipment – so no team is more qualified to assist you.

### TECHNICAL ASSISTANCE CENTRE 00800 5555 7707

For more information please contact your **Boston Scientific Electrophysiology Sales Representative**. For full terms and conditions of these plans, please see the plan service agreement.

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