



ExpertCare for  
**Swiss LithoClast®**  
**Trilogy Max Lithotripter**



## Boston Scientific's ExpertCare Equipment Support and Services are designed to put your mind at ease so you can focus on patient care, not equipment.



- Our **ExpertCare team** is dedicated to maximizing your lithotripsy investment and delivering peace of mind with tailored coverage options that provide transparency and budget certainty without hidden charges for your capital and reusable LithoClast® Trilogy Max components.
- **ExpertCare service plans** can help preserve your lithotripsy equipment uptime with access to hassle-free priority care and predictable cost of ownership.
- Our **knowledgeable team** of technical experts genuinely care and will aim to provide prompt resolution to enable the highest quality performance out of your system.

## ➤ ExpertCare Service Plans & Warranty

Boston Scientific offers service plans designed to help meet your business needs.

| Service Plan Features                                             | TotalCare<br>1–4 years | EssentialCare<br>1–4 years | Warranty<br>First year |
|-------------------------------------------------------------------|------------------------|----------------------------|------------------------|
| Access to technical support via phone or e-mail                   | ●                      | ●                          | ●                      |
| 24/7 phone support during patient procedure                       | ●                      | ●                          | ●                      |
| 48-hour response time                                             | ●                      | ●                          |                        |
| Standard next day shipping                                        | ●                      | ●                          |                        |
| Coverage on console, foot pedal and cart <sup>1</sup>             | ●                      | ●                          | ●                      |
| Coverage of handpiece <sup>2</sup> and torque wrench <sup>3</sup> | ●                      | ● <sup>4</sup>             | ● <sup>5</sup>         |
| Coverage on Preventive Maintenance Kit                            | ● <sup>6</sup>         | ● <sup>7</sup>             |                        |
| Annual electrical safety test                                     | ●                      |                            |                        |
| 1 Exchange of lost/stolen torque wrench                           | ● <sup>8</sup>         |                            |                        |

1 Replacement unit remains at user site (SWAP).

2 Replacement after 100 usages/broken handpiece only. The replacement of lost handpiece is not covered.

3 Replacement of broken torque wrench only.

4 25% discount on handpiece and 50% discount on torque wrench

5 Warranty for handpiece covers one year or 100 handpiece cycles

6 full coverage on FSE travel/labor

7 no coverage on FSE travel/labor

8 For 3 – 4 year contracts only



For more information about product specific service plans or enrolling in one of Boston Scientific's ExpertCare Equipment Support and Services get in contact with your Boston Scientific sales representative or our dedicated service sales team:

➤ **[CEServiceContracts@bsci.com](mailto:CEServiceContracts@bsci.com)**

For technical support please reach out to our technical service teams:

➤ **+800 5555 7707 (for EMEA)**

➤ Laser support: **[CELaserSupportEU@bsci.com](mailto:CELaserSupportEU@bsci.com)**

➤ Non-Laser support: **[CETechSupportEMEA@bsci.com](mailto:CETechSupportEMEA@bsci.com)**

Reach out to our customer care for non-technical requests such as preventive maintenance or repair services:

➤ **[CECustomrServiceEMEA@bsci.com](mailto:CECustomrServiceEMEA@bsci.com)**



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