

Boston
Scientific

ExpertCare
Equipment Support and Services



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Expert service supporting your commitment to patient care

Boston Scientific is dedicated to transforming lives through innovative medical solutions that improve the health of patients around the world.

Learn how our ExpertCare service solutions support your commitment to patient care and help keep your capital equipment up and running.

► Focus On Patient Care

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 services support equipment uptime and reliability which can help maximize your patient throughput and potentially help reduce patient waiting lists or re-scheduling.

► Rely On Your Equipment

ExpertCare solutions are intended to take the stress out of maintaining your capital equipment. Our service plans can help preserve your equipment uptime with access to hassle-free priority care. Your systems are regularly serviced by our specialists who will aim to provide prompt resolution to enable the highest quality performance out of your system.

► Tailored Service Contracts for your Budget

The Boston Scientific ExpertCare team is dedicated to prolonging the lifetime of your capital equipment to maximize and protect your investment. Our service plans can provide peace of mind by delivering tailored service coverage options that provide transparency and budget certainty without hidden charges. Predictable expenses help manage your financial plan with fewer surprises from high-cost unscheduled repairs.

Peak Performance



Keep your capital equipment running at the highest level with our ExpertCare services. Our range of service plans help you reach your operational and productivity goals with comprehensive services, preventive maintenance, expert support, and much more.

4.71²
(Scale 1-5 Best)
Customer Effort Score

Reliable Coverage



We strive to fix your equipment right the first time and offer you a variety of services. From troubleshooting problems over the phone to providing fast onsite service, our support helps ensure that your capital equipment is up and running as quickly as possible.

98.3%³
First-time fixed rate

Trusted Partner



Trust your equipment to the people who know it best. Our customer care specialists are knowledgeable and highly trained on Boston Scientific products and applications. We are here to support your needs, on-site or remotely, with our team of experts.

**20+ YEARS
EXPERIENCE**
Servicing
Boston Scientific products

► ExpertCare Service Plans¹ & Warranty

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



InstaCare

Confidence from day one.

InstaCare complements the traditional warranty plan and ensures that comprehensive service contract features can be utilised immediately after installation.

PMCare

Designed to extend the life of your equipment.

PMCare is our entry level and cost-effective service plan. You'll receive regular preventive maintenance on covered products.

EssentialCare

Timely repairs with strong maintenance coverage.

EssentialCare includes support services, coverage on most parts, labor, travel, and preventive maintenance on covered products.

TotalCare

Comprehensive protection and coverage.

TotalCare is a comprehensive plan that combines the benefits of our EssentialCare service with additional coverage on parts and provision of loaners to help minimize downtime.

EverCare

Don't let technology outpace your investment.

EverCare provides premium service and technology assurance, covering parts and labor, preventive maintenance, and technology upgrades that will keep your system up to date.

Warranty

Our commitment.

Warranty covers repair or replacement of defective parts due to potential manufacturing faults within a limited period.

What is not included in the warranty?

- Regular preventive maintenance
- Guarantees for expedited priority support and response times
- Extended software updates and support
- Loaner systems during repair



Reasons to consider a service contract:

- Minimize downtime by streamlining administrative processes & ensuring loaner system availability
- Quicker repairs reduce interruptions in patient care
- Fixed service charges prevent surprise repair expenses
- Focuses on maintaining equipment availability
- Contributes to extending the lifespan of equipment
- Assurance of expert assistance when needed

¹ The available service contracts types and their service plan features may vary depending on the capital equipment. Please refer to the specific product brochures, whenever available or contact your sales representative.

² Data on File – Average Customer Effort Score from January-December 2022 in EMEA according to customer surveys after service visits. CES measures how easy the service visit was and how satisfied customers were with the provided service.

³ Data on File – Average first-time fixed rate measured from January – December 2022 in EMEA. Metric indicates the percentage of time a service engineer was able to fix a malfunction the first time.

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



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

➤ **+800 5555 7707 (for EMEA)**

➤ Laser support: CELaserSupportEU@bsci.com

➤ Non-Laser support: CETechSupportEMEA@bsci.com

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

➤ CECustomrServiceEMEA@bsci.com



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