



ExpertCare for
GreenLight XPS™
Laser Therapy System





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 procedure investment and delivering peace of mind with tailored coverage options that provide transparency and budget certainty without hidden charges for your Greenlight XPS™ laser therapy equipment.
- **ExpertCare service plans** can help preserve your 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 1-4 years	EssentialCare 1-4 years	PMCare 1 year	Warranty First year
Access to technical support via phone or e-mail	●	●	●	●
24/7/365 phone support during patient procedure	●	●	●	●
Two preventative maintenance (PM) visits per year incl. material	●	●	●	
Two annual electrical safety tests during PM	●	●	●	
Software Updates for optimal performance	●	●	●	●
Guaranteed on-site service within 48 hours for increased productivity	●	●		
Priority designation in service repair queue	●	●		
Coverage for defective unit on parts/travel/labor	●	●		●
Free loaner for duration of repair for increased uptime (upon availability)	●			



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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