



PERIPHERAL INTERVENTIONS SERVICES

Capital Equipment (CE)
Service Agreements

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



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Peripheral Atherectomy

- Jetstream™

Clot Management and Visualisation

Peripheral Thrombectomy

- AngioJet™

Acoustic Pulse Thrombolysis

- EKOS PT3B™
- EKOS CU4.0™

Interventional Oncology (IO)

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- VISUAL ICE™
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Capital Equipment Service

Model



Field Service Model

- Technical Phone Support
- Field Service Support
- Repair and Preventative Maintenance
- Installation by Field Service Engineer



Exchange | Swap Model

- Technical Phone Support
- Exchange defective unit for another unit

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Capital Equipment Service
Model Types | Per Product

CE	Field Service Model	Exchange Swap Model
Jetstream		•
AngioJet	•	
EKOS PT3B		•
EKOS CU4.0		•
VISUAL ICE	•	
VISUAL ICE MRI	•	
ICEFX	•	
RF3000		•

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Capital Equipment Service

Contract Offerings

Ever CARE

EverCare* does include all the benefits of a Totalcare contract with 1 hardware upgrade.

Total CARE

TotalCare* is a comprehensive plan that combines EssentialCare service with additional benefits like a fast onsite commitment.

Depending on the product, premium features such as loaners may be available to minimise downtime.

Essential CARE

With **EssentialCare***, you receive coverage on all parts labor, travel, and preventative maintenance visits on relevant products.

If repairs cannot be made, we will send you a comparable replacement unit.

PM CARE

With our entry level service plan, **Preventative Maintenance (PM) Care***, you'll receive one preventative maintenance visit per year on relevant products. It's a cost effective plan.

* Availability may vary depending on product lines.

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Capital Equipment Agreements Models and Contracts

Capital Equipment/ Model		EverCare	TotalCare	EssentialCare	PMCare
	Jetstream		●	●	
	AngioJet		●		●
	EKOS PT3B*	●	●	●	
	EKOS CU4.0		●	●	
	VISUAL ICE		●	●	●
	VISUAL ICE MRI		●	●	●
	ICEFX		●	●	●
	RF3000			●	

Swap Model

Field Service Model

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Capital Equipment Service

Benefits



PEACE OF MIND – Dedicate yourself to treating your patients while we take care of your device. (System mechanical and software updates)



24/7 TECHNICAL SUPPORT – Guaranteed support from experienced Technical Assistance Center and Field Service Engineers. (24/7 technical phone support during patient procedure)



PRIORITY SERVICE - FASTER COMMUNICATION compared to customers that do not have a contract. (Access to technicians via phone)



EFFICIENT PLANNING - NO INTERRUPTION IN SERVICE, keeping your most critical systems protected and allows for in-time planning to avoid system downtime



QUALITY CONTROL – Extend the service life of your equipment and ensure a clean everyday working life maximising system reliability



COST SAVING – Benefit from a service package that lowers your costs and enables you to plan precisely. (100% coverage including a replacement unit for any defective unit, shipping, travel/labor, spare parts)



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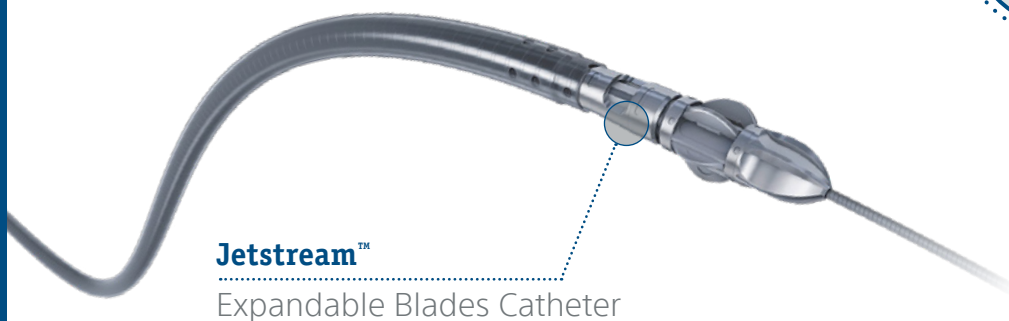
Radiofrequency Ablation (RFA)
• RF3000™

Peripheral Atherectomy

Jetstream™

The Jetstream system is an innovative peripheral revascularization platform designed to restore flow through the many types of lesion morphologies encountered in peripheral arterial disease (PAD). The system consists of a compact console power source that mounts to a standard I.V. stand and a single-use catheter with control pod.

- **No Preventative Maintenance required**
- EST/STK (Electrical Safety Tests)*
Service is performed at customer site



Jetstream™

Expandable Blades Catheter

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Jetstream™

Console



LEARN
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* EST/STK is only mandatory in Austria, Germany and Switzerland.

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Capital Equipment Service

Jetstream™ | Service Contract Offerings

Term Coverage	TotalCare	EssentialCare
	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●
24/7 technical phone support during patient procedure	●	●
Annual EST/STK*	●	
100% coverage on replacement console	●	●
Standard next day shipping**	●	●

Exchange | Swap Model

- Technical Phone Support
- Exchange defective unit for another unit

* Electrical Safety Tests.
** Usually delivered in 48 hours from the call received into Technical Assistant Center.
Delivery time may vary depending on the country of destination

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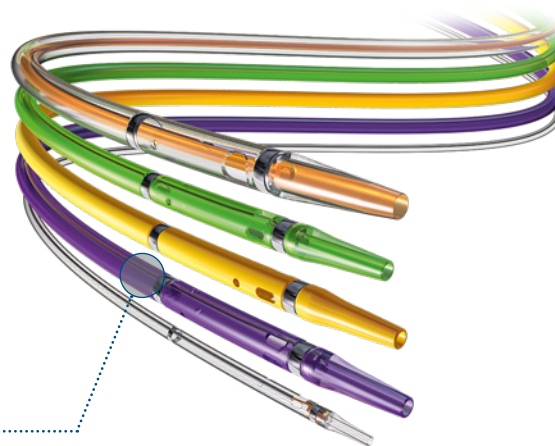
Peripheral Thrombectomy

AngioJet™

The AngioJet Ultra Thrombectomy System is a pharmacomechanical peripheral thrombectomy device with active aspiration and Power Pulse™ lytic delivery designed to treat the widest range of thrombosed vessels, rapidly restoring blood flow.

- **No Preventative Maintenance required***
- Service is performed at customer site

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AngioJet™

Peripheral Catheters

AngioJet™

Ultra System

LEARN
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*BSC strongly advises a PM every 12 months (included in TotalCare and PMCare).

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Radiofrequency Ablation (RFA)
• RF3000™



Peripheral Thrombectomy
AngioJet™ | Service Contract Offerings

Term Coverage	EverCare	TotalCare	PMCare
	3 Years	1 – 4 Years	1 Year
Access to technicians via phone	●	●	●
24/7 technical phone support during patient procedure	●	●	●
Annual Preventative Maintenance (Incl. EST/STK) ¹	●	●	●
100% coverage for defective unit on parts/travel/labor charges	●	●	
Free loaner during downtime	●	●	
Hardware upgrade	●		

Field Service Model



- Technical Phone Support
- Field Service Support
- Repair and PM²
- Installation by FSE³

1. Electrical Safety Tests. 2. Preventative Maintenance. 3. Field Service Engineer.

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Interventional Oncology (IO)

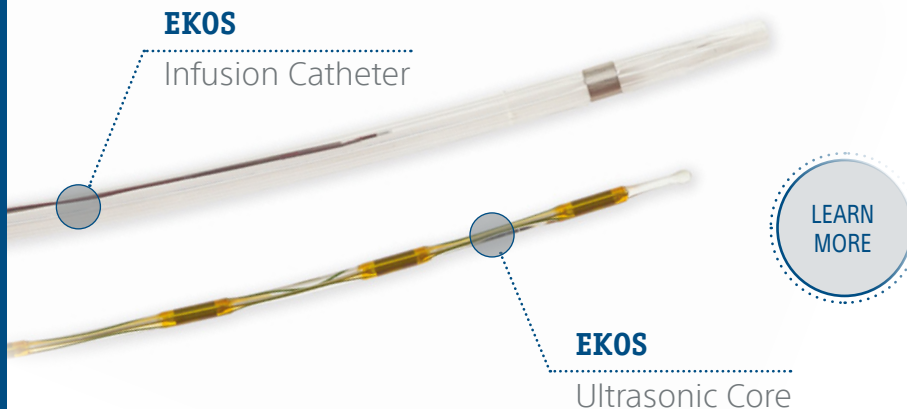
Cryoablation (Cryo)
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Radiofrequency Ablation (RFA)
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Acoustic Pulse Thrombolysis EKOS PT3B™

The EKOS Control Unit PT3B with Acoustic Pulse Thrombolysis treatment is very unique, as it uses ultrasonic waves in combination with clot-dissolving drugs in the treatment of Pulmonary Embolism (PE). The system uses a sophisticated catheter and an ultrasonic core to effectively target an entire clot.

- **No Preventative Maintenance required**
- EST/STK (Electrical Safety Tests)*
Service is performed at customer site



EKOS

Infusion Catheter

EKOS

Ultrasonic Core

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EKOS

Control Unit PT3B



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EKOS

Connector Interface
Cable (CIC)

* EST/STK is only mandatory in Austria, Germany and Switzerland.

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• RF3000™



Acoustic Pulse Thrombolysis 1 2
EKOS PT3B™ | Service Contract Offerings

Term Coverage	EverCare	TotalCare	EssentialCare
	3 Years	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●	●
24/7 technical phone support during patient procedure	●	●	●
100% coverage for defective unit with replacement. Replacement unit remains at customer (SWAP)	●	●	●
Annual EST/STK*	●	●	
1 hardware upgrade to EKOS CU4.0	●		

Exchange | Swap Model

- Technical Phone Support
- Exchange defective unit for another unit**

* Electrical Safety Tests.
** Please notice the EKOS PT3B Systems’ End-Of-Service (EOL):
• For Systems installed before August 2015, EOS will be December 2022;
• For Systems installed on August 2015 or later, EOS will be reached within 5 years from initial installation date or latest December 2025, whichever comes first.

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• VISUAL ICE™ MRI
• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™

Acoustic Pulse Thrombolysis EKOS CU4.0™

EKOS Control Unit 4.0 makes it easier than ever to provide EKOS therapy – powering two devices to support bilateral Pulmonary Embolism (PE) and Deep Vein Thrombosis (DVT) and peripheral arterial occlusion (PAO) cases, an internal battery to support easier patient transport, and a simple, clear user interface.

- **Preventative Maintenance (PM) required every 24 months** (*exchange of battery*)
- PM and EST/STK (Electrical Safety Tests)*
Services are performed at customer site

EKOS

Control Unit CU4.0

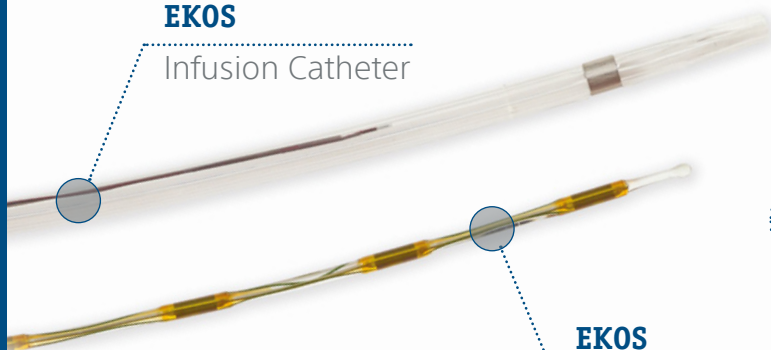


EKOS

Connector Interface
Cable (CIC)

EKOS

Infusion Catheter



EKOS

Ultrasonic Core

* EST/STK is only mandatory in Austria, Germany and Switzerland.

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• RF3000™



Acoustic Pulse Thrombolysis 1 2
EKOS CU4.0™ | Service Contract Offerings

Term Coverage	TotalCare	EssentialCare
	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●
24/7 technical phone support during patient procedure	●	●
Standard next day shipping**	●	●
100% coverage for defective unit with replacement. Replacement unit remains at customer (SWAP)	●	●
Software Updates	●	●
Annual EST/STK*	●	
1 Preventative Maintenance per every 24 months	●	●

Exchange | Swap Model

- Technical Phone Support
- Exchange defective unit for another unit**

*Electrical Safety Tests.
** Usually delivered in 48 hours from the call received into Technical Assistant Center.
Delivery time may vary depending on the country of destination

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Interventional Oncology (IO)

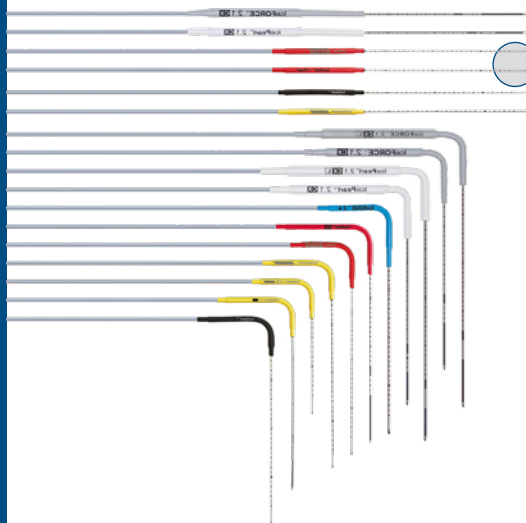
Cryoablation (Cryo)
• VISUAL ICE™
• VISUAL ICE™ MRI
• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™

Cryoablation VISUAL ICE™

The Visual ICE Cryoablation system is intended for the cryoablative destruction of tissue during minimally invasive percutaneous procedures. It provides superior freezing performance, an intuitive user interface and innovative platform that incorporates helium-free options for thawing and cautery for track ablation.

- **Preventative Maintenance required every 24 months**
- Service is performed at customer site



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VISUAL ICE™
System



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VISUAL ICE™
Cryoablation Needles

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Cryoablation

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VISUAL ICE™ | Service Contract Offerings

Term Coverage	TotalCare	EssentialCare	PMCare
	1 – 4 Years	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●	●
24/7 technical phone support	●	●	●
100% Coverage on Preventative Maintenance (incl PM kit) every 24 months	●	●	●
System mechanical and software updates	●	●	●
Technician support for Visual ICE annual routine inspection (optional)	●	●	●
100% coverage on shipping, travel/labor, parts	●	●	
Priority designation in service repair queue	●	●	
Annual EST/STK¹ every 12 months	●		●

Field Service Model

- Technical Phone Support
- Field Service Support

- Repair and PM²
- Installation by FSE³

1. Electrical Safety Tests. 2. Preventative Maintenance. 3. Field Service Engineer.

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Interventional Oncology (IO)

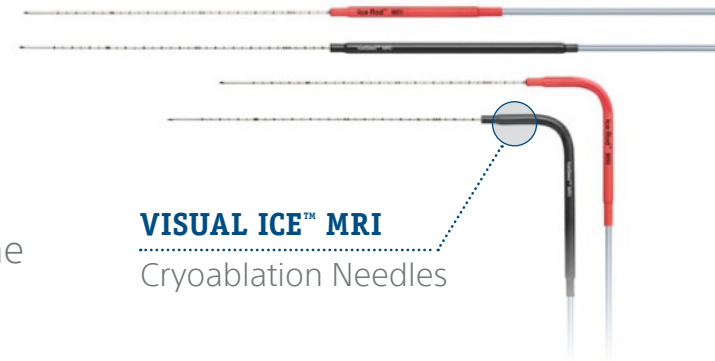
Cryoablation (Cryo)
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• VISUAL ICE™ MRI
• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™

Cryoablation VISUAL ICE™ MRI

Specialised for the MR room, the Visual ICE MRI Cryoablation System is the only ablation system that leverages the unique advantages of cryoablation zone visibility with the exquisite image resolution of MR.

- **Preventative Maintenance required every 24 months**
- Service is performed at customer site



VISUAL ICE™ MRI
Cryoablation Needles

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VISUAL ICE™ MRI
System

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• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™



Cryoablation

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VISUAL ICE™ MRI | Service Contract Offerings

Term Coverage	TotalCare	EssentialCare	PMCare
	1 – 4 Years	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●	●
24/7 technical phone support	●	●	●
100% Coverage on Preventative Maintenance (incl PM kit) every 24 months	●	●	●
System mechanical and software updates	●	●	●
Technician support for Visual ICE MRI annual routine inspection (optional)	●	●	●
100% coverage on shipping, travel/labor, parts	●	●	
Priority designation in service repair queue	●	●	
Annual EST/STK¹ every 12 months	●		●

Field Service Model

- Technical Phone Support
- Field Service Support
- Repair and PM²
- Installation by FSE³

1. Electrical Safety Tests. 2. Preventative Maintenance. 3. Field Service Engineer.

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Interventional Oncology (IO)

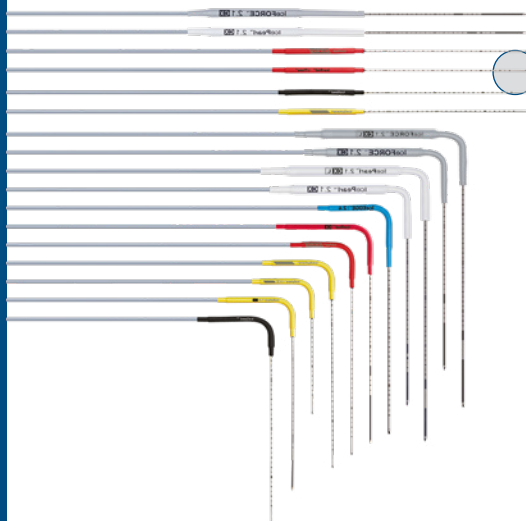
Cryoablation (Cryo)
• VISUAL ICE™
• VISUAL ICE™ MRI
• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™

Cryoablation ICEFX™

The ICEfx Cryoablation System is the next generation of ablation systems with a compact design and interface that offers predictable, reliable cryoablation performance and seamless therapy delivery with the exceptional ease of technical operation.

- **Preventative Maintenance required every 24 months**
- Service is performed at customer site



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ICEFX™

Cryoablation Needles

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ICEFX™
System

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Radiofrequency Ablation (RFA)
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Cryoablation

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ICEFX™ | Service Contract Offerings

Term Coverage	TotalCare	EssentialCare	PMCare
	1 – 4 Years	1 – 4 Years	1 – 4 Years
Access to technicians via phone	●	●	●
24/7 technical phone support during patient procedure	●	●	●
100% Coverage on Preventative Maintenance (incl PM kit) every 24 months	●	●	●
System mechanical and software updates	●	●	●
Technician support for ICEFX annual routine inspection (optional)	●	●	●
100% coverage on shipping, travel/labor, parts	●	●	
Priority designation in service repair queue	●	●	
Annual EST/STK¹ every 12 months	●		●

Field Service Model

- Technical Phone Support
- Field Service Support
- Repair and PM²
- Installation by FSE³

1. Electrical Safety Tests. 2. Preventative Maintenance. 3. Field Service Engineer.

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• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™

Radiofrequency Ablation (RFA) RF3000™ Generator

RF3000 Radiofrequency Ablation Generator was designed for complete predictable thermal ablation:

- **200W capacity** promotes rapid, efficient ablation of large volumes of tissue
- **Easy-to-read**, back lit displays and audible signal are designed to allow constant assessment of procedure progress
- Because ablation algorithms and generator inputs are manual, there is **no need for generator software updates** if/when probe algorithms change
- **No Preventative Maintenance required**
- EST/STK (Electrical Safety Tests)*
Service is performed at customer site



RF3000™
Generator

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LeVeen™ CoAccess™
Needle Electrode

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Soloist™
Needle Electrode

* EST/STK is only mandatory in Austria, Germany and Switzerland.

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Arterial
Peripheral Atherectomy
• Jetstream™

Clot Management and Visualisation
Peripheral Thrombectomy
• AngioJet™

Acoustic Pulse Thrombolysis
• EKOS PT3B™
• EKOS CU4.0™

Interventional Oncology (IO)
Cryoablation (Cryo)
• VISUAL ICE™
• VISUAL ICE™ MRI
• ICEFX™

Radiofrequency Ablation (RFA)
• RF3000™



Radiofrequency Ablation (RFA)
RF3000™ Generator | Service Contract Offerings

Term Coverage	EssentialCare
	1 Year
Access to technicians via phone	•
24/7 technical phone support	•
100% coverage for defective unit with replacement. Replacement unit remains at customer (SWAP)	•
Standard next day shipping*	•

Exchange | Swap Model

	• Technical Phone Support • Exchange defective unit for another unit**
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*Usually delivered in 48 hours from the call received into Technical Assistant Center.
Delivery time may vary depending on the country of destination



**For more information,
Please contact your
Boston Scientific
Sales Representative**

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This material not intended for use in France.

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