



ExpertCare
Equipment Support and Services



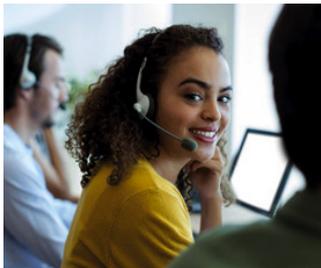
Expert service supporting your commitment to patient care

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.

4.71¹

(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%²

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 Plans

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

PMCare	EssentialCare	TotalCare
<p>Designed to extend the life of your equipment.</p> <p>PMCare is our entry level and cost-effective service plan. You'll receive regular preventive maintenance on covered products.</p>	<p>Timely repairs with strong maintenance coverage.</p> <p>EssentialCare includes support services, coverage on most parts, labor, travel, and preventive maintenance on covered products.</p>	<p>Comprehensive protection and coverage.</p> <p>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.</p>

¹ 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.

² 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:

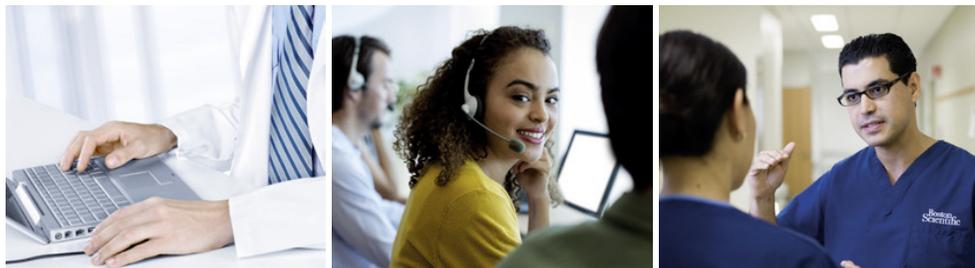
➤ **+800 5555 7707 (for EMEA)**

➤ 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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