



## ExpertCare for Lumenis Pulse™ Holmium Laser Systems

- ▶ P120H / P60H with MOSES™ Technology
- ▶ P100H / P50H / P30H





**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 Lumenis Pulse™ Holmium Laser Systems.
- **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 for Lumenis Pulse™ Holmium Laser Systems

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

Service Plan Features	TotalCare 1 – 4 years	PMCare 1 year	InstaCare <sup>2</sup> Warranty+	Warranty First year
Access to technical support via phone or e-mail	●	●	●	●
24/7 phone support during patient procedure	●	●	●	●
One preventative maintenance (PM) visit per year incl. material	●	● <sup>1</sup>	● <sup>4</sup>	
One additional PM per year for selected Pulse 120H models only	●	●		
Electrical safety test during PM	●	●	● <sup>4</sup>	
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 <sup>3</sup> /travel/labor	●		●	●
Free loaner for duration of repair for increased uptime (upon availability)	●		●	

<sup>1</sup> Excludes costs for HR resonator mirror replacement.

<sup>2</sup> InstaCare is a free of charge warranty enhancement plan and exclusively available for customers who sign up for a 3 – 4 year TotalCare service plan at point of purchase of a Pulse 120H, Pulse 60H or Pulse 30H laser systems.

<sup>3</sup> Consumable parts such as fibers or blast shields are not part of any service plan.  
<sup>4</sup> For selected Pulse 120H models 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)



**Boston  
Scientific**  
Advancing science for life™

[www.bostonscientific.eu](http://www.bostonscientific.eu)

All cited trademarks are the property of their respective owners. CAUTION: The law restricts these devices to sale by or on the order of a physician. Indications, contraindications, warnings, and instructions for use can be found in the product labelling supplied with each device or at [www.IFU-BSCI.com](http://www.IFU-BSCI.com). Products shown for INFORMATION purposes only and may not be approved or for sale in certain countries. This material is not intended for use in France. The information in this brochure is descriptive. Please see your service plan quote and terms and conditions for details.

URO-1654502-AA Printed in Germany by medicalvision.

© 2025 Boston Scientific Corporation  
or its affiliates. All rights reserved.  
DINURO25020EA