



ExpertCare for
Rezūm[™] Water Vapour
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 investment and delivering peace of mind with tailored coverage options that provide transparency and budget certainty without hidden charges for your Rezūm™ water vapour therapy system.
- **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	Warranty First year
Access to technical support via phone or e-mail	•	•	•
24/7 phone support during patient procedure	•	•	•
48-hour replacement unit guarantee ¹	•	•	
Annual electrical safety test	•		
Free loaner for increased uptime	•		

¹ Replacement unit remains at user site (SWAP).



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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