

# MASIMO Service Solutions

Protect your investment, increase product uptime, and manage service costs



# Protect Your Investment

In today's fast-paced medical environments, accidents happen and equipment can easily become damaged. Because caregivers and patients depend on that equipment, downtime must be kept to an absolute minimum. Masimo offers multiple service options to meet all of your support needs.

- > **Protection+ for devices (PN 8010)** – Complete coverage for all Masimo devices, giving you peace of mind for those frequent, unpredictable incidents.
- > **Protection+ for SafetyNet (PN 2458)** – Expanded coverage to keep your Patient SafetyNet system in top form and always up to date.
- > **Out of Warranty Repair (PN 3038)** – All out-of-warranty repairs are completed at one low flat rate, eliminating the time that a device is out of service waiting for a repair quote.
- > **Masimo's Warranty (PN 3415) devices or (PN 8013) SafetyNet** – Simply extends the standard one-year manufacturer's warranty. You may purchase an extended warranty at any time.
- > **Expedited Replacement (PN 2545)** – For those situations where you need a device in less than the standard turn-around time, we can expedite your repair. This low cost, per-event charge allows you to receive a fully refurbished replacement or a loaner unit shipped the next business day.

# Protection+ for Devices

In addition to the standard limited warranty that comes with all Masimo devices, additional protection is available with Protection+, which is purchased with the device or system. Protection+ is designed to maximise product uptime, improve efficiency, and protect your budget from unpredictable repair costs.

## Device Coverage Summary

Product Eligibility: All monitors and docking stations

	Extended Warranty*	Protection+
<b>Warranty Repair</b> <i>(Workmanship related)</i>	✓	✓
<b>Battery Replacement</b>		✓
<b>Accidental Damage</b> <i>(Including broken enclosure, drops, cracked screen, etc.)</i>		✓
<b>Fluid Intrusion</b> <i>(i.e., cleaning solution damage, etc.)</i>		✓
<b>Performance Verification</b> <i>(i.e., electrical check, battery check, functional test, alarm check, software updates, etc.)</i>		✓
<b>Stolen Device Replacement</b>		✓

\* Purchase option to extend Masimo's warranty available

# Protection+ for SafetyNet

## Protect the system that keeps your patients protected

Masimo Protection+ is not only available for your Masimo devices; it now offers expanded coverage for the Masimo Patient SafetyNet system. Protection+ for SafetyNet includes unlimited phone and remote support as well as on-site service when required. This unique service offering covers software updates and upgrades and provides discounts on newly released appliances giving you a path to Masimo's latest technology at all times.

	Extended Warranty	Protection+
<b>Support by Phone</b>	✓	✓
<b>Support by VPN</b>	✓	✓
<b>Hardware Repair or Replacement</b>	✓	✓
<b>Software Updates (.x)</b>	✓	✓
<b>Product Specialist Training (onsite)</b>		✓
<b>Software Feature Upgrades (x.)</b>		✓
<b>On-Site Response/Hot Spare (NBD, Best Effort)</b>		✓
<b>Rapid Response on Hardware Replacements</b>		✓

## Need Service? Contact your Masimo Sales representative for more information.



Masimo Technical Services has won the 2011, 2012, 2013, and 2014 NorthFace Scoreboard Awards. This award is presented annually by Omega Management Group Corp. to recognise organizations that not only offer exemplary customer service but who are also committed to and are successful in exceeding their customer's expectations. "Due to its unique 'customer only vote' criteria, the NorthFace ScoreBoard Award has been viewed as the only objective benchmark for excellence in customer service"

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