



Natus is proud to offer a range of service options to fit your needs.

Natus is committed to giving our customers the finest products while providing comprehensive and responsive support. We provide both factory-trained field technicians and certified clinical application specialists, focused on understanding your equipment and meeting your facility and departmental needs.

Natus Medical Incorporated provides superior neurology and vascular system service and support with these benefits:

#### **Cost Containment**

- No surprise emergency expenses for repairs
- Annual cost information simplifies budgeting and minimizes administrative workload
- Less downtime with Priority Service
- Various discount programs available

#### **Priority Service**

- Priority response given to contract customers
- Priority telephone service support for all clinical and technical questions
- Repair parts are shipped prepaid overnight priority express

#### **Peace of Mind**

- Total support from Natus Medical Incorporated
- Dedicated certified factory trained personnel will support and repair your system
- No service delays due to pre-approval or purchase order requirements

Our service offerings are customized to meet your department needs:

**Platinum Care** Our most comprehensive service option

**Total Care** Our full service program

**Flex Care** On-site service protection plan – 3 visits per year

**Depot Repair** Optimal protection for your laptop system\*

**Parts Plus** Replacement parts provided overnight

## Natus service contract options... at a glance

Service Coverage Options	Platinum Care	Total Care	Flex Care	Depot Repair	Parts Plus
On-site support – labor, travel and expenses	Unlimited	Unlimited	Three visits		
Depot (factory) service labor*	☒			☒	
Replacement service parts and components	☒	☒	☒	☒	☒
Peripherals Protection – computer and printer	☒	☒	☒	☒	☒
Freight Costs included (service parts)	☒	☒	☒	☒	☒
Priority tech support and remote diagnostics if applicable	☒	☒	☒	☒	☒
Performance check included (1 per year)	☒	☒			
Software updates	☒	☒	☒	☒	☒
Up to 10% discount on computer and printer (when needed for system software upgrades)	☒	☒	☒	☒	
Loaner device during repair*	☒	☒	☒	☒	
Operator and biomed training protection	25% Discount	10% Discount	10% Discount	10% Discount	10% Discount
Software upgrades	25% Discount				

**Note:** Desktop systems are primarily supported with Field Service support; Laptop systems are primarily supported with Depot Repair support.

## Natus neurology service coverage programs

<b>Platinum</b>	Our most comprehensive service option ensures the ultimate in risk-free protection for those devices that are critical to your mission. This program includes all of the benefits of our Total Care program, plus higher discounts on Operator/Biomed training and discounts on software upgrades.
<b>Total Care</b>	This full service program maintains the same equipment quality and service received during your warranty period. Total Care coverage provides all replacement parts, travel and labor protection at fixed costs for the duration of your service contract.
<b>Flex Care</b>	Our Flex Care option provides a more economical approach to obtaining service contract coverage with 3 on-site visits per year.
<b>Depot Repair</b>	Our depot repair option provides optimal protection for your laptop system. Your system will be evaluated and repaired by our team of certified depot repair technicians. To help eliminate downtime, a loaner system will be provided during the repair of your system.*
<b>Parts Plus</b>	Our Parts Plus option provides for overnight shipment of replacement parts.

**Note:** For use in the United States

\*Not applicable on Xltek®, Dantec™ and Stellate products



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