

# Service Concept

Hamilton Medical, Inc.

**HAMILTON**  
**MEDICAL**



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# Available service options

Every patient has individual needs, and so does every hospital. With our service options, we try to offer you the service that fits your individual support needs and help you to plan your costs efficiently.

## Warranty

### Factory warranty

All Hamilton Medical devices come with a standard two year factory warranty on repair parts and one year on labor. Factory warranty covers all corrective maintenance including parts and labor, but does not include preventive maintenance.

### Extended warranty

During the factory warranty period, the repair parts warranty can be extended for up to three years (five years total). The repair parts warranty extension must be on the same order as the ventilator and cannot be purchased post ventilator purchase.

## Tech Support Helpdesk

Our Tech Support Helpdesk is at your disposal 24/7, 7 days a week 365 days a year, and helps you with all technical problems and questions. Tech Support Hotline: 1-800-426-6331

## All-inclusive Package

Facilities with limited in-house technical support will benefit from our all-inclusive package. It enables you to easily forecast costs for the full life cycle of your equipment and minimize unplanned expenses. We take care of everything for complete peace of mind:

- Preventive maintenance (as described on page 4)
- Corrective maintenance (as described on page 4)
- Temporary device replacement during longer repairs
  - For HAMILTON-C1/T1/MR1/C3 only
  - Depending on availability
- All required parts, labor, travel and expenses
- Priority handling and response time

## Preventive Maintenance Package

To ensure optimal ventilator performance we recommend performing an annual preventive maintenance (PM). Our field service team will perform the PM on-site to keep your equipment in top shape and minimize downtime. This eliminates most problems before they occur. It is the most cost-efficient way to care for your equipment with the least internal effort and can help ease the workload of your in-house Service Technicians.

### Annual preventative maintenance includes:

- Visual inspection for functionality and damage
- Function-preserving cleaning of the device from contamination caused by normal use
- Filter replacement
- O2 cell replacement
- Battery state of health evaluation and replacement (batteries are not included)
- Software update (if applicable)
- Tests and calibration
- Electrical safety test
- Written and signed test report
- All required parts, labor

Travel charges apply based on distance from the closest based service technician.

## Corrective Maintenance Package

In case of technical failures, the corrective maintenance package ensures professional repair by a Hamilton Medical Field Technician with original parts.

### Corrective maintenance includes:

- Error analysis
- Elimination of all malfunctions and damage
- Replacement of defective parts incl. trolley, excl. accessories and standalone devices
- Labor

Travel charges apply based on distance from the closest based service technician.

## Reno depot service for HAMILTON-C3/C1/T1/MR1

For the HAMILTON-C1/T1/MR1 and HAMILTON-C3 you can choose to send in your ventilators for repair and/or preventive maintenance to avoid appointment scheduling or travel expenses. Simply send your ventilator(s) to our service center depot in Reno (NV).

## Service Training Package

In case you wish to have your own technical support personnel taking care of the Hamilton Medical ventilators, we offers service trainings for the Service Technicians in your Biomed Department. This qualifies them to perform the annual preventive maintenance and repairs themselves.

### Service Training

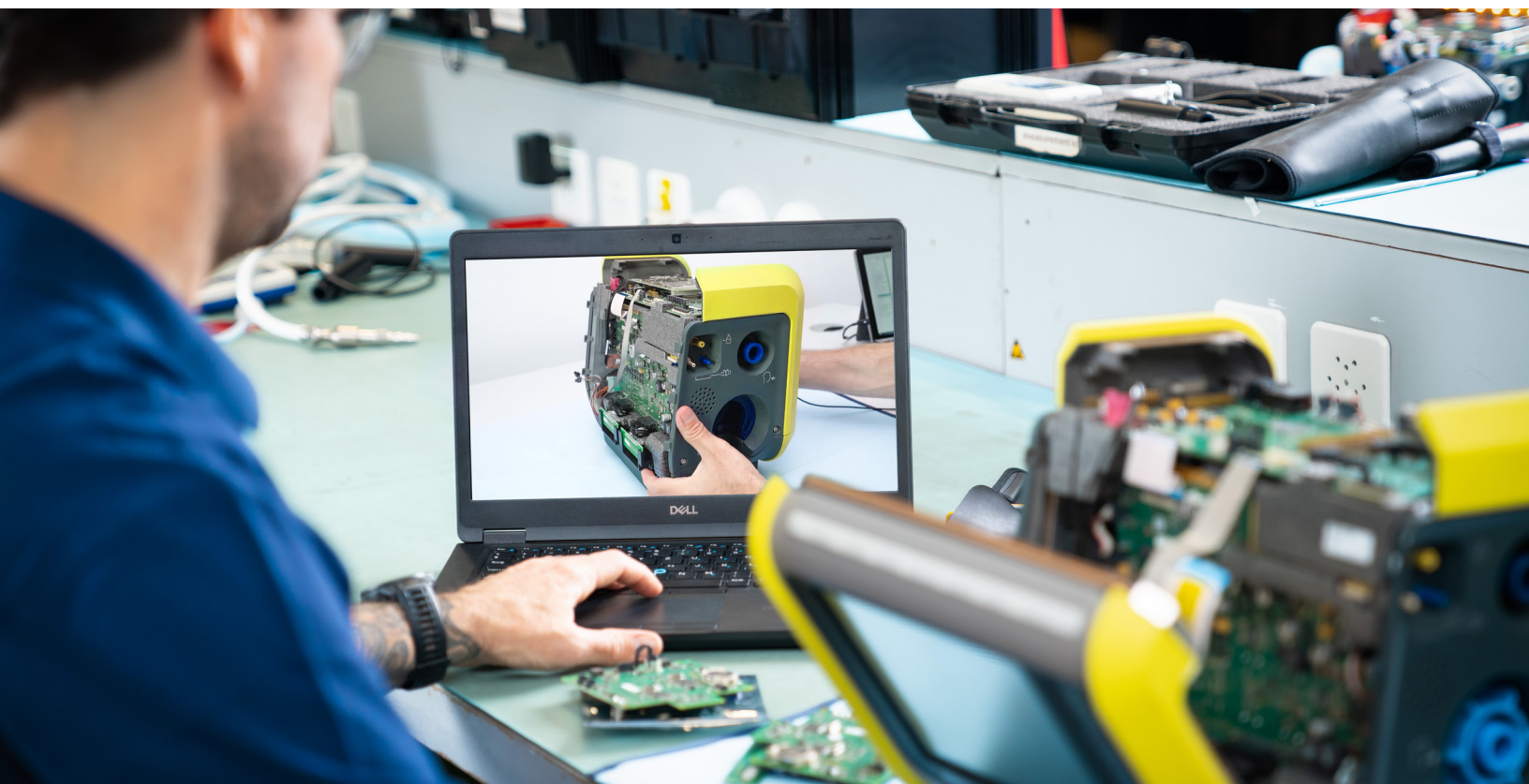
Hamilton Medical offers frequent service training courses for hospital technicians at the Hamilton Medical training facility in Reno (NV). If multiple Service Technicians need to be trained for the same customer training can also be organized on-site.

The trainings consist of two full days of instruction per ventilator (3 days for HAMILTON-C6). Participants learn how to perform mandatory preventive maintenance, test software, as well as calibrate and repair Hamilton Medical devices.

### Tech Support Academy

All certified Service Technicians have access to the Tech Support Academy, a free e-learning platform with instructional videos. It serves as an addition to the service manuals provided at the service trainings, and helps the service technicians to keep their knowledge up to date.

The access to the Tech Support Academy is restricted to Hamilton Medical authorized service technicians only.



## Overview of included services by package

	All-inclusive package	Corrective package	Preventive package	Service training
Extended warranty for max. 3 years	0	0	0	0
Helpdesk for remote diagnostic and support	✓	✓	✓	✓
Online access to service and operator manuals	✓	✓	✓	✓
Online access to the Tech Support Academy*	✓	✓	✓	✓
Service documentation and test reports	✓	✓	✓	X
Special discount rates on parts and labour	✓	✓	✓	X
Preventive maintenance incl. parts and labour (excl. batteries)	✓	X	✓	X
Corrective maintenance incl. parts and labour	✓	✓	X	X
Temporary device replacement during longer repairs**	✓	X	X	X
On-site service incl. travel and expenses	✓	0	0	X
Depot Service** incl. shipping and handling	0	0	0	X
Priority handling and response time	✓	X	X	X
Travel time and expenses	✓	X	X	X

\*For certified service technicians only

\*\*For HAMILTON-C1/T1/MR1/C3 only

✓ = included      X = not included      0 = optional



# Prices

## HAMILTON-G5/C6 Packages

## Price per year

Parts warranty extension per ventilator per year (max. 3 years)	\$ 722.04
All-inclusive package per ventilator per year	\$ 1,995.00
Preventive package per ventilator per year	\$ 500.00
Corrective package per ventilator per year	\$ 995.00

## HAMILTON-C1/T1/MR1/C3 Packages

## Price per year

Parts warranty extension per ventilator per year (max. 3 years)	\$ 605.56
All-inclusive package per ventilator per year	\$ 1,495.00
Preventive package per ventilator per year	\$ 500.00
Corrective package per ventilator per year	\$ 995.00
Depot Service Reno	\$ 1,195.00

## Additional services

## Price per year

Additional Service Training per person (2 days) incl. meals <small>(travel expenses not included)</small>	\$ 2,495.00
Onsite Service Training (Up to six technicians) (2 days) plus travel expenses	\$ 7,495.00
Field Service Technician travel time per hour (from nearest technician)	\$ 285.00

For further information contact your Hamilton Medical representative or send us an email to:  
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