

Surveyor™ Monitoring

Service Options



Surveyor Central				
	Standard Warranty	Warranty Uplift	Partners in Care SM Premium Agreement	SmartCare TM Complete Agreement
Phone Support	Standard Business Hours	Partners in Care Premium and SmartCare Complete Uplift Options Available	Standard Business Hours	24 x 7 x 365
Remote Access	Standard Business Hours		Standard Business Hours	24 x 7 x 365
On-Site Support	Standard Business Hours		No	Standard Business Hours
Preventive Maintenance	Not Included		Not Included	Annually
Software Updates	Included		Included	Included
Exchange/Loaner Program	Yes		Yes	Yes
Accidental Damage	No		Yes	Yes

Surveyor S12/S19 Patient Monitors				
	Standard Warranty	Warranty Uplift	Partners in Care Premium Agreement	SmartCare Complete Agreement
Phone Support	Standard Business Hours	Partners in Care Premium and SmartCare Complete Uplift Options Available	Standard Business Hours	24 x 7 x 365
On-Site Support	Not Included		Not Included	Standard Business Hours
Preventive Maintenance	Not Included		Not Included	Annually
Software Updates	Included		Included	Included
Exchange Program	Yes		Yes	Yes
Accidental Damage	No		Yes	Yes
Loaner Program	Yes		Yes	Yes
CO ₂ Calibration*	No		No	Yes (Mail In)

Surveyor S4 Patient Monitor			
	Standard Warranty	Warranty Uplift	Partners in Care Premium Agreement
Phone Support	Standard Business Hours	Partners in Care Premium Uplift Option Available	Standard Business Hours
Software Updates	Included		Included
Exchange Program	Yes		Yes
Accidental Damage	No		Yes

Surveyor Service Options

Phone Support — Standard business hours for Surveyor phone support are 7 am to 5 pm, Monday-Friday (CST) and the toll-free number is 1-888-667-8272. Extended phone support is available 24 hours a day, 7 days a week, 365 days a year.

Remote Access — The service team can access your system remotely for efficient troubleshooting. We can retrieve log files and adjust your system settings, change export functions and update archive locations. We are also able to perform remote software updates, allowing flexibility in scheduling to work at a time that is most convenient for you.

On-Site Support — Our large domestic field service engineering team can provide complete on-site servicing of all contracted equipment. These services include both hardware and software maintenance and cover all expenses due to labor, travel and non-consumable materials during standard business hours.

Preventive Maintenance — Preventive maintenance will be performed per manufacturer's specifications on all contracted equipment at your facility for Surveyor Central Systems. The annual on-site preventive maintenance will be provided within 20 business days of receipt of request. The remaining Surveyor monitoring products are required to be sent to the Welch Allyn service center for calibration.

Software Updates — Software version updates include software performance enhancements and will be provided at no charge while under any warranty or service contract. A product update document, which details the changes from the previous software version, will be provided along with installation services. Training and software upgrades are not included.

Exchange/Loaner Program — Exchange services entitle you to receive a factory-reconditioned unit in exchange for a unit that has failed during normal operating conditions. These units will be delivered in "like new" condition and will honor the existing warranty/service contract. Requests will be processed during standard business hours. The program also covers all device failures, **including accidental damage**.

The loaner program allows you to send in your equipment to the service center for repair, while using a loaner system to minimize down time. In all of these programs, we assume all of the freight charges in both directions provided return shipment is handled per our instructions. Saturday delivery may require a fee.

*Applies to patient monitors with CO₂ option.

For contracts that offer 24/7/365 support via phone, remote access or on-site support, premium hours are reserved for requests when device functionality has been lost or of urgent nature. Routine edits, HL7* modifications and unplanned preventive maintenance requests need to be scheduled in advance or will receive responses during standard business hours.

For more information, contact your local Welch Allyn representative or visit www.welchallyn.com.



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