Hillrom™



SMARTCARE™ SERVICES

EXPERIENCE PEACE OF MIND WITH PROACTIVE SERVICES

Let Hillrom help minimize interruptions to patient care and unexpected costs caused by equipment that is out for repair or maintenance. Our SmartCare Protection and Protection+ programs deliver the right mix of services to help you reduce equipment downtime and keep devices in the hands of your caregivers.

Service Results

- Experience fewer interruptions in care
- Maximize the life of your devices and systems
- Reduce repair costs
- Stay compliant with local and national accreditations



Protect your Welch Allyn® ELI® 380 Resting ECG

Hillrom™

Protect Your Investment from the Start with SmartCare™ Protection & Protection+

ELI™ 380 ECG	Standard Warranty	Protection	Protection+[1]
Terms	2 Years	3 Years	3 Years
Factory Repair Service	✓	✓	✓
Software Updates & Upgrades[2]	✓	✓	✓
Remote Technical Support	✓	✓	✓
Factory Repair Turnaround	10-15 Days	5-7 Days	5-7 Days
Accessory Protection[3]	Limited	✓	✓
Loaner Coverage (Repair Only)	—	✓	✓
Free Shipping (Expedited)	—	✓	✓
Priority Phone Support	—	✓	✓
Accidental Damage	—	✓	✓
Preventive Maintenance (Annual Calibration)	—	✓ (Factory)	✓ (On-site)
On-Site Repair Service[4]	—	—	✓

SmartCare Service Program Options

Program	Part Number	Program Terms
Protection	S1-ELI380-PRO-PS	3 Years
Protection+	S9-ELI380-PROPL-PS	3 Years

Accessories Covered Under SmartCare Service Programs

- Lead Set
- Power Cord
- Antenna Dual Band
- Lithium-Ion Battery
- Cart
- Wireless Acquisition Module (WAM™)
- Wired Acquisition Module (AMXX)
- Patient Cable

Visit hillrom.com/welchallyn/service or contact your Hillrom representative to learn more.

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[1] Must have at least 5 devices at each location to be eligible for SmartCare Protection+
[2] Access to iterative software releases for modality purchased. Software numbering scheme as X.Y.Z where Y represents Software Upgrades and Z represents Software Updates.
[3] Major accessories eligible for replacement if damaged or broken—one of each covered accessory per year, per device.
[4] A loaner or exchange device is available if your device cannot be repaired on-site.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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