

Baxter

Baxter Service Programs for the Welch Allyn Connex 360 Vital Signs Monitor



Experience Peace of Mind with Proactive Services

Equipment that is out for repair and maintenance may result in unexpected costs and interruptions to patient care. Our Baxter Service programs deliver the right mix of services to help you reduce equipment downtime and keep devices in the hands of your caregivers.



**Baxter
Global
Service**

-  TECHNOLOGY
-  EFFICIENCY
-  SAFETY
-  CONVENIENCE
-  EXPERTISE

Protecting Your Investment, Empowering Your Care

Protect Your Investment with a Baxter Service Plan

CONNEX 360 MONITOR	STANDARD WARRANTY	PREVENTION ¹	RESPONSE	PROTECTION+ ¹	ACCESS
Description	Basic depot repair	Annual onsite PM	Depot repair	Full onsite support	Biomed support
Terms	2 Years	1 or 3 Years	1 or 3 Years	1 or 3 Years ⁴	1 or 3 Years
Repair Service	Factory	—	Factory	Onsite	Biomed enabled to perform
Software Updates & Upgrades	✓	✓	✓	✓	✓
Remote Technical Support	✓	✓	✓	Priority	✓
Factory Repair Turnaround	10-15 Days	—	10-15 Days	5-7 Days	Biomed enabled to perform
Accessory Protection ²	Limited	—	—	✓	—
OEM Replacement Parts	✓	—	✓	✓	Discounted
Loaner Coverage ³	—	—	—	✓	Discounted
Expedited Shipping	—	—	—	✓	—
Accidental Damage	—	—	✓	✓	—
Preventive Maintenance (Annual)	—	Onsite	—	Onsite	Biomed enabled to perform

Baxter Service Options

SERVICE PLAN PART NUMBER	1-YEAR	3-YEAR	POINT-OF-SALE*
Prevention	S9-C360-PVN-1	S9-C360-PVN-3	S9-C360-PVN-3-PS
Response	S1-C360-RSP-1	S1-C360-RSP-3	S1-C360-RSP-3-PS
Protection+	S9-C360-PROPLUS-1	S9-C360-PROPLUS-3	S9-C360-PPLUS-5-PS
Access	S2-C360-ACC-1	S2-C360-ACC-3	S2-C360-ACC-3-PS

*Devices must have been purchased within 90 days to qualify for purchase of Point of Sale service option.

Protecting Your Investment, Empowering Your Care.

Contact Your Baxter Representative Today.

Managing a fleet of devices? Learn more about our remote asset management platform at Hillrom.com/RemoteManagement.

1. Must have at least 10 devices at each location to be eligible for Baxter Global Service Protection+ and Prevention plans.
2. Major accessories eligible for replacement if damaged or broken — one of each covered accessory per year, per device.
3. Loaners are subject to availability. A loaner or exchange device is available if your device cannot be repaired on-site.
4. Protection+ entitlements active during warranty period
5. For the Access plan, each device earns 1 credit redeemable towards online training. 10 credits (devices) equates to a payment for one online Biomed Certification training module.

Rx Only. For safe and proper use of the product mentioned herein, please refer to the appropriate Operator's Manual or Instructions for Use.

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