



## SMARTCARE SERVICES

### EXPERIENCE PEACE OF MIND WITH PROACTIVE SERVICES

Let Baxter 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.



PROTECT YOUR **ELI 280**  
RESTING ECG

### SERVICE RESULTS



Experience fewer interruptions in care



Reduce repair costs



Stay compliant with local and national accreditations



Maximize the life of your devices and systems

## Protect Your Investment From the Start With **SmartCare** Protection & Protection+

ELI 280 ECG	STANDARD WARRANTY	PROTECTION	PROTECTION+ <sup>1</sup>
Terms	2 Years	3 Years	3 Years
Factory Repair Service	✓	✓	✓
Software Updates & Upgrades <sup>2</sup>	✓	✓	✓
Remote Technical Support	✓	✓	✓
Factory Repair Turnaround	10 - 15 Days	5 - 7 Days	5 - 7 Days
Accessory Protection <sup>3</sup>	Limited	✓	✓
OEM Replacement Parts	—	✓	✓
Loaner Coverage (Repair Only)	—	✓	✓
Free Shipping (Expedited)	—	✓	✓
Priority Phone Support	—	✓	✓
Accidental Damage	—	✓	✓
Preventive Maintenance (Annual Calibration)	—	✓ (Factory)	✓ (On-Site)
On-Site Repair Service <sup>4</sup>	—	—	✓

### SmartCare Service Program Options

PROGRAM	PART NUMBER	PROGRAM TERMS
Protection	S1-ELI280-PRO-PS	3 Years
Protection+	S9-ELI280-PROPL-PS	3 Years

### Accessories Covered Under **SmartCare** Service Programs

- Lead Set
- Antenna Dual Band
- Rechargeable Battery
- Cart
- Wireless Acquisition Module (**WAM**)
- Wired Acquisition Module (AMXX)
- Patient Cable

Visit [hillrom.com/welchallyn/service](https://hillrom.com/welchallyn/service) or contact your Baxter representative to learn more.

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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