

# BMV MEDICAL TECHNICAL SERVICES & SUPPORT

## CONFIDENCE WITH EXPERT FACTORY SERVICE

BMV Medical Technical Services & Support offers convenient options to maximize uptime of critical equipment while controlling costs. You deserve the peace of mind that comes with high quality service and support. Service personnel at BMV Medical focus on the needs of the healthcare institutions, so that care providers can focus on the needs of the patients.

Out of Warranty Services (per return)	Equipment Warranty Extension Program (per device, per year)
<p><b>Flat Fee Repair Pricing Program</b></p> <p>Return a device that is out of warranty for factory service at a flat fee service rate. Get accurate factory repairs with improved service turnarounds, and reduced purchase order administration.</p> <ul style="list-style-type: none"><li>• Factory Diagnostics</li><li>• Manufacturer's Specification Parts</li><li>• Factory Trained Labor</li><li>• Full Functional Testing</li><li>• Free Return Ground Shipping</li><li>• Manufacturer's Service Report</li></ul>	<p><b>Manufacturer's Warranty Extension Program</b></p> <p>Have peace of mind that your devices are covered by the manufacturer.</p> <ul style="list-style-type: none"><li>• Extends Factory Warranty Options for up to five years</li><li>• Includes parts and labor to restore device to factory operating specifications</li><li>• Free Return Ground Shipping</li><li>• Free loaner device</li><li>• Devices out of warranty are eligible after a one time Preventative Maintenance Inspection and service to bring device within specification</li></ul>
<p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• Payment confirmation must be received to obtain return authorization</li><li>• BMV Medical will maintain parts for service up to five years after the end-of-life of these products</li><li>• Accessories are excluded from repair programs</li><li>• Programs may be discontinued at any time</li><li>• Pricing subject to change</li></ul>	<p><b>Accidental Damage Coverage</b></p> <p>Add Accidental Damage Coverage on top of your Extended Warranty to protect your assets and maintain coverage of the fleet of devices by the factory. Coverage includes:</p> <ul style="list-style-type: none"><li>• Drops</li><li>• Unintended Damage*</li><li>• Contamination Ingress</li><li>• All parts labor for recommended repair*</li></ul> <p><small>* Intentional damage is excluded. Devices with missing, re-used or counterfeit components are ineligible and will be individually quoted. Devices damaged beyond economical repair can be replaced at the owner's expense, and the customer will be notified.</small></p>

Contact your Account Manager for a pricing plan