

Our flagship, **full-service agreement** has got you covered no matter what, when or how.

Fujifilm has put together a Service Agreement so complete, you can rest assured that your facility will experience little to no downtime so you can deliver the best possible care for all your patients. Our stellar list of standard features will no doubt provide you and your entire staff with peace of mind. Plus, our options allow you the flexibility to customize your agreement, including adding coverage up to 9 pm or even 24/7, when downtime is most critical. And of course, all work and support is conducted by our expert, factory-trained Customer Solutions Engineers. Take a look:

### Our Comprehensive Service Agreement's standard features include:

- All parts, labor and travel during normal working hours (8:30 am - 5:00 pm local time Monday through Friday)
- 24/7, 365 access to certified Technical Support Engineers, giving you the freedom to contact one of our expert engineers whenever you need to
- Complete preventive maintenance actions in compliance with your Fujifilm Service Manual
- Full-service drop protection for DR detectors, which protects you against accidental damage from drops, liquids, etc. Co-pays for replacements will apply
- All software updates based upon original OS & Application-purchased configuration. Excludes software / hardware performance upgrades
- One (1) hour telephone and 4 hour on-site guaranteed response times for hard down systems within 150 miles of Fujifilm personnel
- Active Line Remote Monitoring for applicable products
- 33% off standard overtime rates
- 50% off IPs and cassettes





## Optional features include:

- Extended labor coverage up to 9 pm
- After-hours Preventive Maintenance up to 9 pm
- 24/7, 365 coverage
- Cosmetic coverage (portable x-ray systems only)
- Additional Applications days

Fujifilm Support Operations is certified by

