



In-House Partnership Services

One specific group of customers,
three levels of customizable service offerings.

Fujifilm's In-House Partnership Service Agreements were specifically designed to meet the needs of in-house Biomedical Engineers who have some level of support already in place. You can customize one of the following three agreements according to your own department's needs and skill set. No matter which level of support you choose, all work and support is always conducted by our expert, factory-trained Customer Solutions Engineers. See which one is right for you:

Our In-House Premium Partnership Service Agreement is perfect for those departments who require a high degree of support.

Its standard offerings are:

- All parts, labor and travel during normal working hours (8:30 am - 5:00 pm local time Monday through Friday). *Biomedical Engineer must take first call*
- 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
- 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
- 20% off all technical training classes

Optional features include:

- After-hours Preventive Maintenance up to 9 pm
- Additional Applications days





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Our In-House Balanced Partnership Service Agreement is just what its name implies: a mid-level degree of support to balance out those departments who need it.

Its standard offerings are:

- All parts, labor and travel during normal working hours (8:30 am - 5:00 pm local time Monday through Friday). *Biomedical Engineer must take first call and perform all PMs*
- 24/7, 365 access to certified Technical Support Engineers, giving you the freedom to contact one of our expert engineers whenever you need to
- 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
- 20% off all technical training classes

Optional features include:

- Annual software updates
- Additional Applications days

Our In-House Basic Partnership Service Agreement is designed for those departments who already have a high level of support in place and only need a minimal amount of OEM service.

Its standard offerings are:

- 33% off standard overtime rates
- 50% off IPs and cassettes
- 30% off all labor and travel
- 20% off all technical training classes
- Parts for products under contract
- 24/7, 365 access to Technical Support Engineers, giving you the freedom to contact one of our expert engineers whenever you need to
- Annual Preventive Maintenance to be performed by both in-house personnel and Fujifilm Engineers

Optional features include:

- Annual software updates
- Additional Applications days

Contact your Service Sales Specialist for details on transitioning between agreement tiers.

Fujifilm Support Operations is certified by

