

Welch Allyn Partners In Care Program Details



Take the worry out of interruptions to your workflow—we'll be your support.



Comprehensive Partnership Program

The Welch Allyn Partners In Care program helps eliminate the worry of interruptions caused by equipment that is out for repair or calibration. It covers the replacement of most accessories if they become broken.

This program is designed to help manage your equipment and ensure it helps you provide continuous care for your patients.

With the Partners In Care program, you will receive:

- **Remote Technical Support** — Troubleshoot issues, download updates and more using trained technical staff and the Welch Allyn Service Tool.
- **Parts and Labor** — Everything is included in your agreement.
- **Faster Turnaround Time** — Prompt, dependable service to help ensure minimal down time.
- **Loaner Coverage** — Advanced replacement or access to loaners during repair to ensure equipment is always available.
- **Free Shipping** — All costs associated with shipping the product will be covered.
- **Training Discounts** — Special pricing for clinical and technical training when needed and where available.
- **Calibration** — As an available option, fully covered costs to have your device calibrated and certified annually.
- **Accessory Protection** — Replacement of most of the accessories originally included with your device.

FEATURES	WARRANTY	PARTNERS IN CARE PROGRAM
Hardware Support		
Hardware and Software Support	Included	Included
Hardware Coverage	8 - 8, M - F EST ²	8 - 8, M - F EST ²
Replacement Parts	Included—Return device to Welch Allyn	Included—Return device to Welch Allyn
Repair Turnaround Times— Dock to Dock Excluding Transit	10 - 15 Business Days	5 - 7 Business Days
Advanced Exchange/Loaner—Varies by Product	Varies by product. Additional charges may apply	Included, Overnight Shipping
Certified Calibration	N/A	Available Option
Software Support		
Remote Diagnosis and Repair via Partner Connect®	Included—Return device to Welch Allyn ³	Remote 8 - 8, M - F EST ²
Dedicated Partners in Care Technical Support Center	N/A	Included—8 - 8, M - F EST ²
Software Updates—New version of existing software with improvements to fix problematic bugs	Included—Return device to Welch Allyn ³	Included—Remote 8 - 8, M - F EST ²
Additional Features		
Online Clinical Training—Available for select products	Included	Included
Welch Allyn Service Tool—Available for select products	N/A	Silver Access
Accessory Protection—Varies by product	N/A	Most Accessories Included

¹ Not applicable for products which do not require calibration.

² Availability of specific features, coverage hours and response times may vary by location or product. Other limitations may apply.

³ Some updates, upgrades, troubleshooting and diagnostics may be handled through Welch Allyn remote services. Internet connection is required.

⁴ Customers are entitled to receive most accessories originally shipped with their device. Accessories are replaced only when broken. Customer will be requested to return broken accessory to Welch Allyn. For a complete list of covered accessories by product line refer to www.welchallyn.com/services.