



Hillrom™



# PARTNERS IN CARE<sup>SM</sup> SERVICES

## COMPREHENSIVE SUPPORT PROGRAM FOR WELCH ALLYN<sup>®</sup> SPOT<sup>®</sup> VISION SCREENER

**A support service program designed to help protect your investment and keep your vision screening program up and running**

Let Hillrom eliminate the worry of interruptions or unexpected costs caused by equipment that is out for repairs or maintenance. Partners in Care delivers the right mix of services to help minimize equipment downtime.

## Hillrom Partners in Care Comprehensive Program includes:

- **Expert Repair Services:** With coverage under your agreement, Hillrom technicians will perform a comprehensive check-up, make repairs and return your device to optimal service.
- **Accessory Protection:** Upon return of broken, eligible accessories, Hillrom will replace one of each eligible accessory per year. If a device has more than one eligible accessory, we will replace each accessory, one time per year.
- **Accidental Damage:** Includes drop protection or damage caused by everyday use
- **Free Shipping:** All costs associated with shipping the product will be covered.
- **Remote Technical Support:** Trained Hillrom technical staff utilize the Hillrom Service Tool to troubleshoot issues and download updates to your device.



## Comprehensive Support Program options for the Spot® Vision Screener:

Part Number	Description	Length of Coverage	Cost Per Year <sup>1</sup>	Total List Price
S1-VS100	Comprehensive Support Program	1 Year	\$300	\$300
S1-VS100-2	Comprehensive Support Program	2 Years	\$294	\$588
S1-VS100-5	Comprehensive Support Program	5 Years	\$285	\$1,425

<sup>1</sup> The total term cost is due at time of sale; this breakdown is meant to show you the annual value of each package over the program terms.

## For reference, here are the suggested Hillrom fees beyond the standard warranty:

Service/Material Number	Description	Service Fee, Replacement List Price
Basic Service Fee	Includes minimum service: cleaning, diagnostics, written estimate, functional testing and ground return shipping	\$210
Drop Repair Fee	Drop device repair fee	\$2,000 <sup>2</sup>
Battery Replacement	Battery replacement service	\$285
Loaner Fee	Loaner device fee	\$195

<sup>2</sup> Estimated drop service fee

## Coverage comparison versus the standard warranty:

	Standard 1st Year Warranty Coverage	Comprehensive Support Program Coverage
Term (Years)	1	1, 2, 5
Repair Parts and Labor	Yes	Yes
Overnight Loaner Device	No	Yes
Accidental Damage	No	Yes
Expedited Priority Shipping	No	Yes
Accessory Protection	No	Yes
Remote Technical Support	No	Yes

Your authorized Hillrom distributor can order Partners in Care agreements. An activation card for each agreement will be shipped to you. Upon receipt of the activation card, go to [www.welchallyn.com/service](http://www.welchallyn.com/service) and click on "Partners In Care Service Activation".

Visit [www.welchallyn.com/service](http://www.welchallyn.com/service) for more information and for a more complete listing of available Partners in Care service programs. Covered accessories and entitlements are subject to change without notice. Prices effective until September 30, 2020.

For more information, please contact your local distributor or Hillrom sales representative at 1-800-535-6663.

**hillrom.com**