



Standard Maintenance Program

The Practical Alternative

This on-site support program provides planned maintenance parts and labor for Ohmeda Anesthesia Systems, Patient Monitors and Infant Care Products to help you maintain the highest patient safety standards.

The Standard Maintenance Program provides scheduled maintenance which can help you prevent costly repairs, increase availability of equipment and assure patient safety. In addition, the Standard Maintenance Program provides customer support at the highest level in the medical service industry. Ohmeda's world class service organization is an integral part of the ISO 9001 certified quality system.



The Standard Maintenance Program includes the items checked below:

1. Equipment Maintenance

On-Site Planned Maintenance Labor	<input checked="" type="checkbox"/>
Performance Assurance Checks	<input checked="" type="checkbox"/>
Safety Testing	<input checked="" type="checkbox"/>
Planned Maintenance Parts	<input checked="" type="checkbox"/>
Repair Parts during Planned Maintenance (unit cost < \$250)	<input checked="" type="checkbox"/>
Other Repair Parts	<input type="checkbox"/>
90-Day Warranty on all Parts and Labor	<input checked="" type="checkbox"/>
Travel Charges	<input type="checkbox"/>
Unscheduled Labor	<input type="checkbox"/>
START-TO-FINISH Service	<input checked="" type="checkbox"/>
Quality Service Audit	<input checked="" type="checkbox"/>

2. Customer Support

Unlimited Toll-Free Phone Support	<input checked="" type="checkbox"/>
Detailed Service Documentation	<input checked="" type="checkbox"/>
Flexible Payment Options	<input checked="" type="checkbox"/>
Customer Satisfaction System	<input checked="" type="checkbox"/>

Under the Standard Maintenance Program, the cost of unscheduled repair parts, travel and unscheduled labor is not included.

Equipment Maintenance

When you invest in our Standard Maintenance Program, we assign a Service Representative employed directly by Ohmeda to keep your equipment operating to specifications. As part of a large, nationwide technical field staff, this individual has had extensive training on Ohmeda equipment and receives continuous factory updates and instruction. Your service technician can effectively handle all your maintenance and safety needs.

Our On-Site Planned Maintenance is both quick and convenient.

Periodically, your Ohmeda Service Representative will test, evaluate and perform routine maintenance on your Ohmeda equipment. We'll plan our maintenance visits to fit your schedule.

Ohmeda Repair Service is direct and cost effective.

If we find any component needing repair during planned maintenance, we will provide the necessary labor and parts (valued up to \$250 each) required for that repair. This helps eliminate the need to generate extra paperwork and purchase orders. Our expert technicians have the knowledge and skills to complete the work – on the spot. In addition, they carry an extensive inventory of parts so maintenance and repairs can be handled quickly to maximize equipment up-time.

Performance Assurance Checks and Safety Testing help to maximize patient safety.

Performance Assurance Checks verify that the machine is operating according to specifications. Safety tests are performed on the electrical system, the pneumatic system, the alarm mechanisms and major machine components.

Genuine Ohmeda parts are quality tested and backed with a 90-Day Warranty.

If a part is unavailable locally, it will be shipped overnight from our Atlanta Service and Distribution Center which stocks over 11,000 individual parts. Ohmeda parts are quality tested to ensure superior performance with your system.

**Maximize equipment up-time with our
START-TO-FINISH Service promise.**

We realize how important it is to keep your equipment running according to specifications to maximize your up-time. Whenever possible, our people will work at your facility until the work is completed, from *START-TO-FINISH*, and you're satisfied with the results.

Our Quality Service Audits help to ensure that you're completely satisfied with our service.

Because we are committed to the highest standards, our technician's work is subject to review. At least twice each year, Ohmeda managers conduct a Quality Service Audit. Our technicians are graded on several key areas:

- quality of services performed
- communication with clinical staff
- proper completion of service documentation
- completion of all required safety tests
- post-service checks
- compliance with safety and infection control procedures

Customer Support Services

World class support means more than superior on-site service. Ohmeda offers value-added, manufacturer-direct support not offered by alternative service providers.

Ohmeda Technical Support Center
7:30 am to 5:30 pm (CST) Monday through Friday

1-800-345-2755

**We can provide answers to your
Technical Questions over the phone.**

For immediate answers to your questions about Ohmeda equipment, call our National Technical Support Center which has direct access to product engineers.

Our expert staff can help you:

- diagnose problems
- answer technical questions
- assist with user maintenance procedures
- correctly identify parts and supplies
- advise on equipment applications

We handle Service Documentation so you don't have to.

To help you comply with JCAHO requirements, we provide service documentation immediately after work is completed. This Maintenance Service Report (MSR) indicates the services performed and the serial numbers of all equipment serviced.

Flexible Payment Options help you control your service expenses.

For those customers who wish to have multi-year coverage on their maintenance programs at guaranteed prices, we offer fixed price plans which secure the price of your service program over a period of time.

Fixed pricing yields several advantages:

- helps you manage your service budget
- protects against rising costs
- minimizes administrative time
- reduces potential gaps in coverage which may result with annual renewals

Because not every hospital management program is the same, Ohmeda offers flexible payment plans for all service programs. Ask your service representative for more details.

Customer Satisfaction System: Our Dedication to Continuous Improvement

Our Service Representatives are measured and rewarded based upon direct customer feedback which helps ensure that we meet your expectations.

Our #1 Goal: Your complete satisfaction.



THE BOC GROUP

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SCHEDULED MAINTENANCE	BASE YEAR	CAT PRICE	\$ DISC	% DISC	BASE YEAR	Year Two	Year Three
Anesthesia Systems (Datex-Ohmeda)							
Modulus CD (+vent & monitors)	\$ 2,520.00	\$ 3,360.00	\$ 840.00	25%	\$ 2,520.00	\$ 2,595.60	\$ 2,673.47
Modulus CDCV (+vent,monitors & CV pkg)	\$ 2,772.00	\$ 3,696.00	\$ 924.00	25%	\$ 2,772.00	\$ 2,855.16	\$ 2,940.81
CD without monitors	\$ 1,908.00	\$ 2,544.00	\$ 636.00	25%	\$ 1,908.00	\$ 1,965.24	\$ 2,024.20
Mod II Plus	\$ 576.00	\$ 768.00	\$ 192.00	25%	\$ 576.00	\$ 593.28	\$ 611.08
Excel-SE	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
Excel-SE-w/o pod	\$ 468.00	\$ 624.00	\$ 156.00	25%	\$ 468.00	\$ 482.04	\$ 496.50
Excel (TVX,O2,Paw)(MRI)	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
Excel without pod	\$ 468.00	\$ 624.00	\$ 156.00	25%	\$ 468.00	\$ 482.04	\$ 496.50
Mod-SE-7900	\$ 792.00	\$ 1,056.00	\$ 264.00	25%	\$ 792.00	\$ 815.76	\$ 840.23
Excel-SE-7900	\$ 792.00	\$ 1,056.00	\$ 264.00	25%	\$ 792.00	\$ 815.76	\$ 840.23
Mod-SE-w/o	\$ 468.00	\$ 624.00	\$ 156.00	25%	\$ 468.00	\$ 482.04	\$ 496.50
Mod II (TVX,O2)	\$ 720.00	\$ 960.00	\$ 240.00	25%	\$ 720.00	\$ 741.60	\$ 763.85
Mod II 3M (TVX,O2,Paw)	\$ 792.00	\$ 1,056.00	\$ 264.00	25%	\$ 792.00	\$ 815.76	\$ 840.23
Modulus I	\$ 468.00	\$ 624.00	\$ 156.00	25%	\$ 468.00	\$ 482.04	\$ 496.50
8000	\$ 360.00	\$ 480.00	\$ 120.00	25%	\$ 360.00	\$ 370.80	\$ 381.92
7800,7810 Ventilator	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
7000 Ventilator	\$ 468.00	\$ 624.00	\$ 156.00	25%	\$ 468.00	\$ 482.04	\$ 496.50
MDM	\$ 393.75	\$ 525.00	\$ 131.25	25%	\$ 393.75	\$ 405.56	\$ 417.73
Patient Monitors (Datex-Ohmeda)							
2300 Finapres	\$ 360.00	\$ 480.00	\$ 120.00	25%	\$ 360.00	\$ 370.80	\$ 381.92
2120 NIBP	\$ 360.00	\$ 480.00	\$ 120.00	25%	\$ 360.00	\$ 370.80	\$ 381.92
2350 Mini Finapres	\$ 360.00	\$ 480.00	\$ 120.00	25%	\$ 360.00	\$ 370.80	\$ 381.92
3700 Oximeter	\$ 252.00	\$ 336.00	\$ 84.00	25%	\$ 252.00	\$ 259.56	\$ 267.35
3710 Oximeter	\$ 252.00	\$ 336.00	\$ 84.00	25%	\$ 252.00	\$ 259.56	\$ 267.35
3740 Oximeter	\$ 216.00	\$ 288.00	\$ 72.00	25%	\$ 216.00	\$ 222.48	\$ 229.15
4700 Oxicap	\$ 792.00	\$ 1,056.00	\$ 264.00	25%	\$ 792.00	\$ 815.76	\$ 840.23
5200 CO2 Monitor	\$ 612.00	\$ 816.00	\$ 204.00	25%	\$ 612.00	\$ 630.36	\$ 649.27
5210 CO2 Monitor	\$ 576.00	\$ 768.00	\$ 192.00	25%	\$ 576.00	\$ 593.28	\$ 611.08
5250 RGM	\$ 972.00	\$ 1,296.00	\$ 324.00	25%	\$ 972.00	\$ 1,001.16	\$ 1,031.19
5330 Agent Monitor	\$ 612.00	\$ 816.00	\$ 204.00	25%	\$ 612.00	\$ 630.36	\$ 649.27
5410, 5420 Volume Monitors	\$ 108.00	\$ 144.00	\$ 36.00	25%	\$ 108.00	\$ 111.24	\$ 114.58
5120 O2 Monitor	\$ 108.00	\$ 144.00	\$ 36.00	25%	\$ 108.00	\$ 111.24	\$ 114.58
5500 Airway Pressure Monitor	\$ 108.00	\$ 144.00	\$ 36.00	25%	\$ 108.00	\$ 111.24	\$ 114.58
Vaporizer Exchange (Datex-Ohmeda)							

Ohio & Tec 3 (1 year service interval- customer installed)	\$ 225.00	\$ 300.00	\$ 75.00	25%	\$ 225.00	\$ 231.75	\$ 238.70
Tec 4 (1 year service interval- customer installed)	\$ 210.00	\$ 280.00	\$ 70.00	25%	\$ 210.00	\$ 216.30	\$ 222.79
Tec 5 (3 year service interval- customer installed)	\$ 352.50	\$ 470.00	\$ 117.50	25%	\$ 352.50	\$ 363.08	\$ 373.97
Tec 6 Ohmeda (2 year service interval- customer installed)	\$ 656.25	\$ 875.00	\$ 218.75	25%	\$ 656.25	\$ 675.94	\$ 696.22
Tec 6 NMD (2 year service interval- customer installed)	\$ 656.25	\$ 875.00	\$ 218.75	25%	\$ 656.25	\$ 675.94	\$ 696.22
Anesthesia Systems (North American Drager)							
Narkomed 4	\$ 2,793.00	\$3,724.00	\$ 931.00	25%	\$ 2,793.00	\$ 2,876.79	\$ 2,963.09
Narkomed 3	\$ 2,646.00	\$3,528.00	\$ 882.00	25%	\$ 2,646.00	\$ 2,725.38	\$ 2,807.14
Narkomed 2C	\$ 1,470.00	\$1,960.00	\$ 490.00	25%	\$ 1,470.00	\$ 1,514.10	\$ 1,559.52
Narkomed 2B	\$ 1,470.00	\$1,960.00	\$ 490.00	25%	\$ 1,470.00	\$ 1,514.10	\$ 1,559.52
Narkomed 2A	\$ 1,396.50	\$1,862.00	\$ 465.50	25%	\$ 1,396.50	\$ 1,438.40	\$ 1,481.55
Narkomed 2	\$ 1,854.75	\$2,473.00	\$ 618.25	25%	\$ 1,854.75	\$ 1,910.39	\$ 1,967.70
	YEAR	PRICE	DISC	DISC			
Patient Monitors (North American Drager)							
Vitalert 1000 w/Pulse Oximeter	\$ 420.00	\$ 560.00	\$ 140.00	25%	\$ 420.00	\$ 432.60	\$ 445.58
Vitalert 1000 w/Capnomed	\$ 615.00	\$ 820.00	\$ 205.00	25%	\$ 615.00	\$ 633.45	\$ 652.45
Vitalert 1000 w/Sphygmomed	\$ 450.00	\$ 600.00	\$ 150.00	25%	\$ 450.00	\$ 463.50	\$ 477.41
Vitalert 2000	\$ 780.00	\$1,040.00	\$ 260.00	25%	\$ 780.00	\$ 803.40	\$ 827.50
Vitalert 3000	\$ 660.00	\$ 880.00	\$ 220.00	25%	\$ 660.00	\$ 679.80	\$ 700.19
Vitalert 3100	\$ 660.00	\$ 880.00	\$ 220.00	25%	\$ 660.00	\$ 679.80	\$ 700.19
Vitalert 3200	\$ 750.00	\$1,000.00	\$ 250.00	25%	\$ 750.00	\$ 772.50	\$ 795.68
Vitalert 3300	\$ 570.00	\$ 760.00	\$ 190.00	25%	\$ 570.00	\$ 587.10	\$ 604.71
Patient Monitors (HP)							
HP - M1046A (2 inspections)	\$ 135.00	\$ 180.00	\$ 45.00	25%	\$ 135.00	\$ 139.05	\$ 143.22
HP - M1046A-Mono (2 inspections)	Not Available				Not Available	Not Available	Not Available