

# ascencia care continuous support agreements



|  | BRONZE | BRONZE PLUS | SILVER | SILVER PLUS | GOLD | GOLD PLUS | PLATINUM | PLATINUM PLUS |
|--|--------|-------------|--------|-------------|------|-----------|----------|---------------|
| <b>Telephone Technical Support</b><br>(during normal business hours)   | •      | •           | •      | •           | •    | •         | •        | •             |
| <b>Remote Support (requires Internet connection)</b><br>(during normal business hours)   | •      | •           | •      | •           | •    | •         | •        | •             |
| <b>Parts Coverage</b><br>Full parts coverage for remedial maintenance, including Next-Day delivery service   | •      | •           | •      | •           | •    | •         | •        | •             |
| <b>Limited Onsite Service Coverage</b><br>ONE onsite service visit included per annum<br>(2 business day response by ASCENCIA Service Representative)  |        |             | •      | •           |      |           |          |               |
| <b>Full Onsite Service Coverage</b><br>Unlimited onsite service visits included<br>(2 business day response by ASCENCIA Service Representative)  |        |             |        |             | •    | •         | •        | •             |
| <b>Preventative Maintenance</b><br>Annual Preventative Maintenance (PM) Service  |        | •           |        | •           |      | •         |          | •             |
| <b>Peripheral Coverage</b><br>Computers, printers, monitors & accessories purchased through Ascencia Pty. Limited  |        |             |        |             |      |           | •        | •             |
| <b>Consumables/Accessories</b><br>Includes all <u>instrument</u> consumables required such as Inspiratory Bags and Pneumotach Screens.<br>Does not include 'per patient' consumables such as filters, noseclips & test gases |        |             | •      | •           | •    | •         | •        | •             |
| <b>Operator Software Service Packs</b><br>(program updates & software patches)   | •      | •           | •      | •           | •    | •         | •        | •             |