

SCOTTCARE™
SERVICE



Customer Support Options



Initial Product Warranty Coverage Terms

Standard Extended Coverage

EXTENDED
SERVICE 1st
CONTRACT

Level 1 - Priority Plan



EXTENDED
SERVICE 1st
CONTRACT

Level 2 - Comprehensive Plan



EXTENDED
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Level 3 - Preventative Plan



A Scott Fetzer, Berkshire Hathaway company

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support.scottcare.com

Above all else, ScottCare believes in Service

ScottCare provides several options to ensure the continued optimal operation of its technology, and education of your personnel. In addition to leading initial warranty periods that include the highest level of service and responsiveness, our extended maintenance and support options provide you the flexibility to select the option that best fits your resource and financial needs, and allows you to focus on high quality patient care. Should you elect not to extend your initial warranty with our enhanced support options, ScottCare will continue to provide industry leading cost-free support, including remote technical support and software updates.

The relevant features of ScottCare's Initial Warranty, Service 1st Priority Plan, Service 1st Comprehensive Plan, and Service 1st Preventative Plan are outlined herein. Highlights of the programs are as follows.

Response

Our initial warranty and all extended support agreements include expanded 24/7 support, a priority support line, and an accelerated response regardless of whether we are contacted through phone, web, or InVision remote access. (Standard support hours are Monday-Friday, 8 am to 6 pm EST). Our InVision technology allows ScottCare's technicians to access your system to perform remote diagnostics and provides them with key information to cut down the number of probable causes and resolve issues timely.

Equipment loaner program

*Our Initial, Level 2, and 3 coverage programs include hardware exchange/loaner programs that ensure maximum operational uptime. ScottCare will supply loaner or replacement equipment within the next business day while we repair your equipment – all at no cost to you. (Standard hardware repairs are performed within 3 business days of receipt at material costs, plus labor at prevailing rates).

*Excludes TeleSentry™

Report customization services

ScottCare's products are known for their flexibility to meet specific customer requirements. Our Initial, Level 2, and 3 coverage programs include report customization services to be performed by ScottCare's trained technicians, allowing you to focus on patient care and adapt your system to meet the ever changing requirements in healthcare reporting.

Education and training

In addition to the education and training provided at installation, ScottCare provides continuing education with "live" on-line training classes with our Initial, Level 2 and Level 3 plans; and access to our training library is included with all coverage programs. The Level 3 Preventative program also includes a customized on-site training session delivered during the annual preventative maintenance visit.

Preventative services

Our most extensive program, the Level 3 - Preventative Plan, includes all of the features of the Level 2 - Comprehensive Plan, plus the benefit of an annual on-site visit. The annual visit includes the inspection, calibration, configuration and optimization of all hardware and software; installation of all software updates; replacement of all consumables; and the delivery of a customized education session designed specifically to meet the customer's requirements.

Discounts

Participants in all of the extended coverage plans are entitled to substantial discounts on all parts and accessories. The Level 2 and Level 3 plans also provide discounted labor rates, as well as a discount applied to the purchase of new ScottCare equipment equal to 2% for each consecutive year under a Level 2 or Level 3 support agreement. Must currently be under contract to be eligible for discounts.

ScottCare strives to offer the highest quality systems and post sale support to ensure your systems operate effectively from the day they are installed to well into the future. Many of our customers continue to operate systems sold in the 90's, and we are pleased to continue our support. Call 1-855-SVC-FRST (1-855-782-3778) for more information on ScottCare's Service 1st support agreements and let us design a quote specifically to meet your needs.

Industry recognized training and support

Maximize your technology investment and system uptime

ScottCare is recognized by independent testing and reporting agencies for outstanding customer service and support. With the industry's leading initial warranty, many of ScottCare's offerings also include on-site installation and training, free software customization, technical support and on-line training over the initial warranty period. ScottCare will service and support your equipment for its life expectancy. Of course, any warranty is only as good as the company's ability to stand behind it in the future, and ScottCare has been committed to superior customer service since 1989.

Same company, same promise - to be here to help you in the future.



Extended service agreements for peace of mind

Extended service contracts can be tailored to your budget and technological capabilities.

The ScottCare Preventative Plan, for example, is an extensive customer service and preventative maintenance plan that spans the life of the product. It includes an on-site training session, customized to your specific needs.

Review the following extended warranty and service options and choose the one that best meets your needs.

Initial Product Warranty Coverage Terms

Coverage	Description	Service Location	Warranty Period	Period of Coverage	Response Time	Products/Description
Hardware exchange	Product exchange/loaner unit	ScottCare	1 year	8 am - 6 pm, Monday - Friday (A)	Typical next business day	Holter recorders (except Chroma), Event recorders, ABP recorders, TTM receiver boxes, ViaCare system components
Hardware exchange	Product exchange/loaner unit	ScottCare	18 months	8 am - 6 pm, Monday - Friday (A)	Typical next business day	TeleRehab transmitters, TeleRehab hardware components
Hardware exchange	Product exchange/loaner unit	ScottCare	2 years	8 am - 6 pm, Monday - Friday (A)	Typical next business day	Chroma™ holter recorders
Bench	Expedited repair and return	ScottCare	1 year	8 am - 6 pm, Monday - Friday (A)	Typical eight (8) business days (B)	TeleSentry recorders
Remote support	Phone support; web chat; InVision remote access	Remote	1 year	24/7	Priority - within two (2) hours, same day	CardioView Dx Suite products, ViaCare systems
			18 months			TeleRehab systems
Other services	Software updates; Training - live classes & video access; Report customization	Remote	1 year	As required and scheduled 8 am - 6 pm, Monday - Friday (A)	As scheduled	CardioView Dx Suite products, ViaCare systems
			18 months			TeleRehab systems
Onsite services (C)	Customer site repair	Onsite	1 year	8 am - 6 pm, Monday - Friday (A)	As required (C)	CardioView Dx Suite products, ViaCare systems
			18 months			TeleRehab systems

Standard Extended Coverage

After the initial warranty expires, ScottCare continues to provide superior customer support, even if you decide not to purchase extended, premium coverage.

Coverage	Description	Service Location	Cost	Period of Coverage	Response Time	Products/Description
Bench	Repair and return of customer unit	ScottCare	Labor at prevailing rate plus material costs	8 am - 6 pm, Monday - Friday (A)	Typical five (5) business days, ten (10) for TeleSentry (B)	TeleRehab transmitters, Holter recorders, event recorders, ABP recorders, TeleSentry recorders, TTM receiver boxes, ViaCare system components
Remote support	Phone support and web chat	Remote	None	8 am - 6 pm, Monday - Friday (A)	Within eight (8) business hours (A)	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Other services	Software updates	Remote	None	As required	N/A	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Onsite services (C)	Customer site repair	Onsite	Labor at prevailing rate plus material and travel costs	8 am - 6 pm, Monday - Friday (A)	As required (C)	TeleRehab systems, CardioView Dx Suite products, ViaCare systems

EXTENDED SERVICE 1st CONTRACT

Level 1 - Priority Plan



The Service 1st **Priority Plan** includes all the benefits of ScottCare's standard extended coverage, plus 24/7 priority phone, web and InVision remote access.

Coverage	Description	Service Location	Cost	Period of Coverage	Response Time	Products/Description
Bench	Expedited repair and return	ScottCare	Labor at prevailing rate plus material costs	8 am - 6 pm, Monday - Friday (A)	Typical three (3) business days, eight (8) for TeleSentry (B)	TeleRehab transmitters, Holter recorders, event recorders, ABP recorders, TeleSentry recorders, TTM receiver boxes, ViaCare system components
Remote support	Phone support; web chat; InVision remote access	Remote	None	24/7	Priority - within two (2) hours, same day	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Other services	Software updates; training (live classes and video access); consumables and accessories discounts	Remote	None	As required and scheduled 8 am - 6 pm, Monday - Friday (A)	As scheduled	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Onsite services (C)	Customer site repair	Onsite	Labor at prevailing rate plus material and travel costs	8 am - 6 pm, Monday - Friday (A)	As required (C)	TeleRehab systems, CardioView Dx Suite products, ViaCare systems

CODE KEY:

- (A) Excluding scheduled ScottCare holidays. All times are United States Eastern Time. Business hours defined as 8 am to 6 pm, Monday through Friday.
- (B) Does not include transportation to and from ScottCare facility.
- (C) Most repairs and support can be completed remotely. Onsite support will be provided at the discretion of ScottCare or customer request or in the event other methods (bench, exchange, remote) are not successful in resolving the customer issue.

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Level 2 - Comprehensive Plan

The Service 1st **Comprehensive Plan** includes all features of the Priority Plan, plus hardware exchange, live training classes, customized reports, and onsite support.

Coverage	Description	Service Location	Cost	Period of Coverage	Response Time	Products/Description
Hardware exchange	Product exchange/loaner unit	ScottCare	None	8 am - 6 pm, Monday - Friday (A)	Typical next business day	TeleRehab transmitters, Holter recorders, event recorders, ABP recorders, TTM receiver boxes, ViaCare systems components
Remote support	Phone support; web chat; InVision remote access	Remote	None	24/7	Priority - within two (2) hours, same day	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Bench	Expedited repair and return	ScottCare	Labor at discounted rate	8 am - 6 pm, Monday - Friday (A)	Typical eight (8) business days (B)	TeleSentry recorders
Other services	Software updates; training (webinars & video access); report customization; consumables, accessories; new system discounts	Remote	None	As required and scheduled 8 am - 6 pm, Monday - Friday (A)	As scheduled	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Onsite services (C)	Customer site repair	Onsite	Labor & materials at discounted rate plus travel costs	8 am - 6 pm, Monday - Friday (A)	As required (C)	TeleRehab systems, CardioView Dx Suite products, ViaCare systems

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Level 3 - Preventative Plan

The Service 1st **Preventative Plan** combines all support services, plus an annual preventative, corrective and training visit to keep your systems and personnel performing their best.

Coverage	Description	Service Location	Cost	Period of Coverage	Response Time	Products/Description
Hardware exchange	Product exchange/loaner unit	ScottCare	None	8 am - 6 pm, Monday - Friday (A)	Typical next business day	TeleRehab transmitters, Holter recorders, event recorders, ABP recorders, TTM receiver boxes, ViaCare systems components
Remote support	Phone support; web chat; InVision remote access	Remote	None	24/7	Priority - within two (2) hours, same day	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Bench	Expedited repair and return	ScottCare	Labor at discounted rate	8 am - 6 pm, Monday - Friday (A)	Typical eight (8) business days (B)	TeleSentry recorders
Preventative services	Annual visit includes: installation of software updates; system optimization; customized training session; hardware inspection & calibration; consumables replacement; spare transmitter and programmer (telemetry only)	Onsite	None	As scheduled	As scheduled	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Other services	Software updates; training (webinars & video access); report customization; consumables; accessories; new systems discounts	Remote	None	As required and scheduled 8 am - 6 pm, Monday - Friday (A)	As scheduled	TeleRehab systems, CardioView Dx Suite products, ViaCare systems
Onsite services (C)	Customer site repair	Onsite	Labor and materials at discounted rate plus travel costs	8 am - 6 pm, Monday - Friday (A)	As required (C)	TeleRehab systems, CardioView Dx Suite products, ViaCare systems

SCOTTCARESM SERVICE **1st** warranty coverage comparison chart

Software related:	Initial Product Warranty	Standard Extended Coverage	Service 1st Priority Plan	Service 1st Comprehensive Plan	Service 1st Preventative Plan
Telephone and web support					
1st Response - 24/7 (within 2 hours)	★		★	★	★
8 am - 6 pm EST (within 8 business hours)		★			
InVision remote access	★		★	★	★
Software updates	★	★	★	★	★
Training - live classes	★			★	★
Training - video library access	★		★	★	★
Report customization services	★			★	★
Hardware related:					
Hardware repairs					
Exchange/loaner units	★			★	★
Bench repair	★	★	★	★	★
Parts and factory labor	★			★	★
Onsite support - S1	★			★	
Onsite support - S2					★
Annual preventative maintenance visit					
Software updates installed					★
Software & system optimization					★
Onsite customized training session					★
Hardware inspection & calibration					★
Consumables replacement					★
Consumables and parts discounts			★	★	★
Labor rate discounts				★	★
New system purchase discount (2% for every CONSECUTIVE year under contract)				★	★

ONSITE SERVICE LEVELS:

S1 Onsite repair only (no preventative maintenance), labor at discounted preferred rates, plus travel, beyond initial warranty period.

S2 One onsite preventative or corrective visit per year, including portal-to-portal labor and out-of-pocket expenses.



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