



Building a world that works



Anesthesia Service Solutions

Comprehensive solutions to help you maintain your anesthesia equipment

Anesthesia devices are a critical component of life support. Quality performance is more than just a convenience; it could impact patient outcomes. As one of the largest medical equipment service providers and the leader in healthcare technology management, GE Healthcare Service will provide your clinicians with peace of mind, so they can focus on providing exceptional patient care.

Experienced technicians are trained to help you optimize the performance of your patient-critical equipment, while reducing costs and disruptions. GE Healthcare's AssurePoint™ Service offerings provide flexibility to align with your facility's objectives and budgets.

Customers may achieve a 30% savings by using a service contract for their planned maintenance versus requesting planned maintenance support on-demand.

Choose the best option for your equipment maintenance and service needs.

AssurePoint™ Full Service and In-House offerings are flexible to help you keep your anesthesia devices operating at peak performance long after the warranty has expired. Options range from comprehensive on-site coverage to remote and phone support and system repairs at our Repair Operations Center (ROC). No matter what your needs are, GE Healthcare has a solution to help you maintain your equipment with the highest standards of quality.

Offerings	AssurePoint™ In-House Parts	AssurePoint™ In-House Standard	AssurePoint™ Preventative Maintenance (PM)	AssurePoint™ Limited	AssurePoint™ Standard	AssurePoint™ Return to Repair Operations Center (ROC)
Overview	Customer uses in-house team for all labor and has access to GE parts	Customer uses in-house team for labor and has access to GE parts. GE Healthcare provides backup support, when needed	GE Healthcare provides all labor and parts associated with PM	Full-service coverage for a specified number of service events	GE Healthcare provides end-to-end service coverage	OEM quality and quick response from the ROC where every device is tested and restored to OEM specs
Genuine OEM parts	✓	✓	PM parts only	✓	✓	Provided and installed at the ROC
Expert GE Healthcare labor		Backup Only	PM labor only	✓ (Limited number of repairs) ⁵	✓	Performed and installed at the ROC
Planned maintenance			✓	Optional	✓	Performed at the ROC
Remote diagnostics¹	✓	✓	✓	✓	✓	✓
24x7 remote technical support	✓	✓	✓	✓	✓	✓
Remote clinical applications support²	✓	✓	✓	✓	✓	✓
Software updates³	✓	✓	✓	✓	✓	✓
On-site or digital technical training⁴	Optional	Optional	Optional	Optional	Optional	Optional
Loaner/ rental unit (if available)⁵	Optional	Optional	Optional	Optional	Optional	Optional
Patient consumables	Optional	Optional	Optional	Optional	Optional	Optional
Operating system continuity	Optional	Optional	Optional	Optional	Optional	Optional

1. For applicable products.
2. Available Monday through Friday, 8 a.m. to 5 p.m. (CST).
3. Does not include new software features or functionality available for purchase.
4. Discounts available depending on your service agreement.
5. Refer to "Schedule A".

GE Healthcare is an industry leader

- 2,600 service engineers across the U.S.
- 85K+ parts and accessories available online via serviceshop.gehealthcare.com
- Service history for 3.3 million devices

For more information

Contact your local GE Healthcare representative for more information on AssurePoint™ Full Service or In-House Offerings or visit gehealthcare.com/services/service-agreements



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About GE Healthcare

GE Healthcare is a leading global medical technology and digital solutions innovator. GE Healthcare enables clinicians to make faster, more informed decisions through intelligent devices, data analytics, applications and services, supported by its Edison intelligence platform. With over 100 years of healthcare industry experience and around 50,000 employees globally, the company operates at the center of an ecosystem working toward precision health, digitizing healthcare, helping drive productivity and improve outcomes for patients, providers, health systems and researchers around the world. Follow us on Facebook, LinkedIn, Twitter and Insights, or visit our website www.gehealthcare.com for more information.

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