



# TECHNICAL SERVICES

## PREFERRED SERVICE...

### PEACE OF MIND 24/7/365

ASP's Preferred Service option provides comprehensive support, seven days a week, 24 hours a day, 365 days a year. We are committed to resolving your technical issues as quickly as possible, not only to help ensure the optimal performance of your ASP System, but also to minimize impact to your day-to-day operations.

ASP's Preferred Service also includes:



- **Planned Maintenance (PM)** is performed at intervals prescribed by the ASP System User's Guide to optimize the life of your ASP System. Includes parts, labor and travel.
- **Corrective Maintenance (CM)** is unlimited so you do not need to worry about budgeting for non-user error issues. In addition, ASP systems needing CM are typically returned to manufacturer's specifications within 24 hours from the time the issue is reported to ASP Technical Support. Includes parts, labor and travel.
- **Priority Response Time** to minimize downtime of your system.
- **Unlimited ASP Technical Service Representative (TSR) support** including system diagnostics, telephone troubleshooting assistance and dispatch of on-site support as needed.

## ADVANCED STERILIZATION PRODUCTS

Division of Ethicon, Inc.

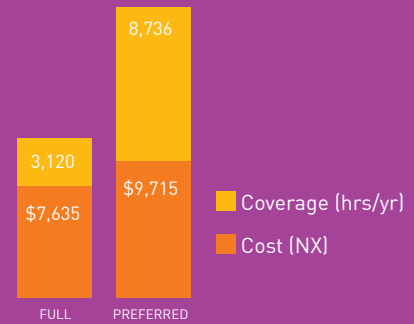
a *Johnson & Johnson* company



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The Preferred Service Plan provides superior value for our customers who cannot afford to have their equipment down for more than 24 hours. In fact, Preferred contracts provide 180% more service hours for only a minimal contract premium over the Full Service option.

STERRAD®NX™ System Example



## PREFERRED SERVICE PROGRAM DETAILS

<b>Technical Support</b>	All service agreements come with unlimited ASP technical service support including system diagnostics, telephone troubleshooting assistance, and scheduling/dispatch of on-site support as needed.
<b>Technical Support Availability</b>	Technical support is available 24 hours a day, 7 days a week, 365 days a year.
<b>Planned Maintenance (PM)</b>	PM is performed by an ASP Field Service Engineer according to the System Service Guide. All necessary parts, labor and travel are included. Scheduling a PM visit is easy — simply call ASP at 1-888-783-7723.
<b>Corrective Maintenance (CM)</b>	Preferred Service customers are entitled to an unlimited number of non-user-error CM calls.
<b>Priority Response Time</b>	Preferred Service customers receive prioritized response time.
<b>24-Hour Uptime Target</b>	ASP targets returning your system to manufacturer specifications within 24 hours of your reporting the issue to ASP Technical Support.
<b>Product System Improvements</b>	Mandatory and non-mandatory product system improvements are covered (does not include feature upgrades).
<b>Accessory Kits</b>	ASP’s accessory kits feature a package of consumable products (printer ribbons, printer paper, vaporizer plates, and collection boxes) and are provided twice a year as required by the system.
<b>Parts Discount</b>	N/A (All parts are included.)
<b>Service Order Reports</b>	Upon request, you will receive a detailed service report consisting of a description of the problem and an itemized list of parts replaced, as well as any labor action in order to keep the best track of your system’s performance.

Scheduling planned or corrective maintenance is easy - simply call ASP at 1-888-783-7723.



## Protecting Lives Against Infection™

Advanced Sterilization Products (ASP), division of Ethicon, Inc., a Johnson & Johnson company, has a long track record of designing and delivering innovative infection prevention solutions that dramatically raise the level of healthcare and safety for those who matter most. ASP’s pioneering technology, global distribution, and established leadership position enable it to simplify the process of buying and operating infection prevention products and services every day, for thousands of medical facilities around the world. This in turn enables its customers to focus on what they do best — preventing infection and saving lives.

For more information, including complete terms and conditions, please contact ASP Technical Services at 888-783-7723 or visit [www.aspjj.com](http://www.aspjj.com).