



TECHNICAL SERVICES

ASP SERVICE PLAN OPTIONS: FOR THE PEACE OF MIND YOU NEED

ASP’s service is exceptional in the industry. We are committed to keeping you up and running, so you have peace of mind that your equipment will be ready when you need it. ASP is pleased to offer three distinctive service options to meet your various business needs.

Preferred Service

- Priority 24/7/365 comprehensive service and support
- Unlimited Planned and Corrective Maintenance, including parts, labor and travel

Full Service

- “Next available opening” service and support Monday – Friday from 7am – 7pm
- Two Planned Maintenance calls, including parts, labor and travel
- Unlimited unit-related Corrective Maintenance, including parts, labor and travel

Labor Only

- One Planned Maintenance and one Corrective Maintenance call, including labor, travel and 25% discount on parts. Additional PMs and CMs performed at prevailing rates. Parts discount applies.
- “Next available opening” service and support Monday – Friday from 7am – 7pm

ASP SERVICE OPTIONS AT-A-GLANCE

Technical Support	Preferred Service	Full Service	Labor Only
Comprehensive 1-Year Warranty	√	√	√
Remote Technical Support	√	M-F, 7am-7pm	M-F, 7am-7pm
On-Site Service Availability	24/7/365	M-F, 7am-7pm	M-F, 7am-7pm
Planned Maintenance Labor (includes travel)	√	2 PMs	1 PM
Planned Maintenance Parts	√	√	25% Discount
Corrective Maintenance Labor (includes travel)	√	√	1 CM
Corrective Maintenance Parts	√	√	25% Discount
Response Time	Priority	Next Available	Next Available
Uptime Target	24 hrs	48 hrs	48 hrs
In-Service Training	√	√	√
Remote Clinical Support	√	√	√
Product System Improvements	√	√	Mandatory Only
Work Order Reports	√	√	√

ADVANCED STERILIZATION PRODUCTS

Division of Ethicon, Inc.

a *Johnson & Johnson* company



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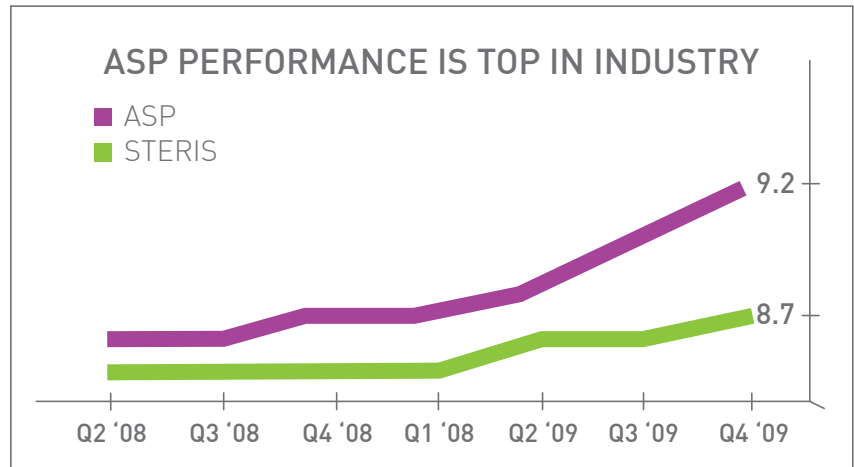
One-Year, All-Inclusive Warranty...we've got you covered!

All ASP Systems come with an all-inclusive one-year warranty. We pride ourselves on providing you with the most reliable technology for all of your sterilization and high-level disinfection needs, so all planned and corrective maintenance – including parts, labor and travel – is included. Our warranty provides you with full support M-F 7am – 7pm throughout the first year of your purchase. And for those customers who purchase a Preferred Contract at the time of purchase, your warranty provides support 24 hours a day, 7 days a week.

ASP SERVICE EXCELLENCE

ASP was recognized in 2008 by Service 800 for consistent outstanding service performance: performing at or above industry-wide benchmark levels for five years or more.

ASP consistently leads the industry in service satisfaction ratings (Source: MD Buyline), including advantages in System Performance, System Reliability and Overall ratings. ASP equals or exceeds competition on all measurements.



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.