



# TECHNICAL SERVICES



## FULL SERVICE...

### PEACE OF MIND WHEN YOU NEED IT MOST

ASP's Full Service option delivers great value and business hours support. We are committed to resolving your technical issues as quickly as possible to help ensure optimal performance and minimize impact to your day-to-day operations.

ASP's Full Service includes:



- **Corrective Maintenance (CM)** includes next available opening service and support Monday - Friday from 7 am - 7 pm with unlimited non-user-error CM. Includes parts, labor and travel.
- **Planned Maintenance (PM)** as determined by manufacturer.
- **Online Continuing Education Credits (CEs).** ASP is committed to your continuing education and offers a variety of online courses. Any facility with a Full Service Agreement has **unlimited user access** to dozens of CEs from our Web site. Log onto [www.aspjj.com](http://www.aspjj.com), highlight Services & Support on the home page, and then select Continuing Education Classes. Simply click on the "Register" link to begin accumulating your CEs.
- **Unlimited ASP Technical Service Representative (TSR) support** including telephone troubleshooting assistance and dispatch of on-site support as needed. Available Monday - Friday from 7 am - 7 pm Pacific Time.

## ADVANCED STERILIZATION PRODUCTS

Division of Ethicon US, LLC

a *Johnson & Johnson* company



# TECHNICAL SERVICES

If you are a healthcare facility that does not require after-hour service or weekend coverage, the Full Service option from ASP may be right for you. It offers business hours protection at a great value.

## FULL SERVICE PROGRAM DETAILS

<b>Technical Support</b>	All service agreements come with unlimited ASP technical service support including telephone troubleshooting assistance and scheduling/dispatch of on-site support as needed during your agreement's hours of coverage.
<b>Technical Support Availability</b>	Technical support is available Monday through Friday, 7 am – 7 pm Pacific Time (excluding national holidays).
<b>Corrective Maintenance (CM)</b>	Full Service customers are entitled to an unlimited number of non-user-error CM calls with next available opening service and support Monday - Friday, 7 am - 7 pm.
<b>Planned Maintenance (PM)</b>	PM is performed as determined by manufacturer. All necessary parts, labor and travel for planned maintenance is performed by ASP Technicians. Scheduling a PM visit is easy — simply call ASP at 1-888-783-7723.
<b>Online Continuing Education</b>	Full service agreements come with unlimited user access, per facility, to accumulate dozens of continuing education credits (CEs) online during each year of their agreement.
<b>Product System Improvements</b>	Mandatory and non-mandatory product system improvements are covered (does not include feature upgrades).
<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 US, LLC, a Johnson & Johnson company, has a long track record of designing and delivering innovative infection prevention solutions that dramatically raise the level of health care 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).