



# 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:



- **Corrective Maintenance (CM)** is unlimited so you do not need to worry about budgeting for non-user-error issues. Our after-hours and weekend support ensures your equipment is up and running so you have your instrumentation when you need it. 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 Preferred Service Agreement has **unlimited user access** to dozens of CE's 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 CE's.
- **Priority Response Time** to minimize downtime of your system.
- **Unlimited ASP Technical Service Representative (TSR) support** including telephone troubleshooting assistance and dispatch of on-site support as needed.

### ADVANCED STERILIZATION PRODUCTS

Division of Ethicon US, LLC

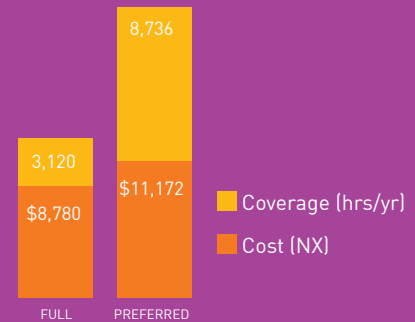
a *Johnson & Johnson* company



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The Preferred Service Plan provides superior value for our customers whose units are cycle driven or require after-hour and weekend service coverage. In fact, Preferred Service contracts provide 180% more service hours for only a nominal 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, 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>Corrective Maintenance (CM)</b>	Preferred Service customers are entitled to an unlimited number of non-user-error CM calls.
<b>Planned Maintenance (PM)</b>	PM is performed as determined by manufacturer. All necessary parts, labor and travel are included. Scheduling a PM visit is easy — simply call ASP at 1-888-783-7723.
<b>Priority Response Time</b>	Preferred Service customers receive prioritized response time.
<b>Online Continuing Education</b>	Preferred 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).