



# TECHNICAL SERVICES



## SHARED SERVICE

ASP's Shared Service offers ASP-trained biomed customers the opportunity to decrease their service costs by sharing the responsibility for system maintenance. With the Shared Service option, ASP-trained biomed customers can maintain their ASP systems while having the peace of mind that ASP support is just a phone call away.

ASP's Shared Service also includes:



- **Planned Maintenance (PM) Shared Service** covered systems are entitled to one PM performed by ASP per year.  
(Other required system PMs are performed by the customer or may be performed by ASP at the current Time and Materials Rates.)
- **Corrective Maintenance (CM) Shared Service** covered systems are entitled to one CM call performed by ASP per year.
- **Online Continuing Education Credits (CEs).** ASP is committed to your continuing education and offers a variety of online courses. Any facility with a Shared 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 register to begin accumulating your CEs.
- **ASP Call Center:** Unlimited ASP Technical 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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If you are an ASP-trained biomed customer, the Shared Service option offers you the flexibility to seek assistance from ASP Field Service Engineers (FSEs) and provides cost savings over standard time and materials (T&M) rates.

## SHARED 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 Monday through Friday, 7 am – 7 pm in your time zone (excluding national holidays).
<b>Planned Maintenance (PM)</b>	Shared Service customers are entitled to one PM per year during the term of the agreement. All necessary parts, labor and travel are included. Other required system PMs are performed by the customer or may be performed by ASP at an additional charge. Scheduling a PM is easy — simply call ASP at 1-888-783-7723 or request a PM by going to <a href="http://www.aspjj.com">www.aspjj.com</a> and selecting Services and Support.
<b>Corrective Maintenance (CM)</b>	Shared Service customers are entitled to one CM call per year, expiring on the expiration of the agreement. Shared Service customers may opt to pay T&M charges by notifying the servicing FSE within 48 hours of the service call.
<b>Online Continuing Education</b>	ASP's Shared 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 product system improvements are covered.
<b>Parts Discount</b>	Shared Service customers receive a 25% discount on all PM and CM parts outside of covered calls.

For corrective maintenance that requires troubleshooting please contact ASP Technical Support at 1-888-783-7723.

For all of your part ordering needs please contact JJHCS at 1-800-255-2500, Option 1.



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 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).