

## Focus On Uptime And Quality

Vein visualization is now included in the Infusion Nurses Society standard of care so it's more important than ever to ensure that vein visualization is available to every patient. AccuVein has developed a set of service plans that give you the ability to tailor service levels to the unique needs of your facility. Each plan exceeds industry standards and you can choose our unique expedited replacement to get your users up and running as soon as the next day. And, they're Biomed friendly, with minimal steps and rapid case closure.

## Service Plans That Fit Your Unique Needs

**Low Cost** service plans allow you to manage your savings with a choice of per-event coverage, or **Plus** coverage with Rapid Replacement or our exclusive **Platinum** program which adds coverage even for physical damage.

**Rapid Replacement** is a unique program where we send you a replacement unit, by overnight shipping, before we receive the original unit! This ensures that vein visualization is there for your patients and clinicians when they need it. You keep the replacement unit we send and we pay for shipping both ways.

**Factory Quality Service** uses the same production and test equipment that we use to build new equipment. This ensures that you get the same level of quality from a replacement unit that you get from a brand new unit.



	Warranty	Out-of-Warranty	ASPPlus	ASPPlatinum
Duration	12 Months	Per Incident	12 Months	12 or 24 Months
Coverage for manufacturer's defects	✓	Flat Fee	✓	✓
Coverage for damage	✗	Flat Fee	Low Co-Pay	Included
Service process	Return To Depot	Return To Depot	Rapid Replacement	Rapid Replacement
Typical closure time	6 - 8 Weeks	6 - 8 Weeks	3-5 Days	3-5 Days
Shipping cost	User	User	AccuVein	AccuVein
Factory Recalibration and Testing	✓	✓	✓	✓
Discounted Service For Accessories	✗	✗	✓	✓
Self Service Option For Accessories	✗	✗	✓	✓
Loss Replacement	✗	✗	Option	Option
Upgrade Program	✗	✗	✓	✓
Regulatory Compliance with FDA, ISO and ANSI Requirements	✓	✓	✓	✓
Unlimited Access to Help Desk & Online Training	✓	✓	✓	✓