



FAST-TRACK YOUR **VANTIVE DEVICE MAINTENANCE WITH >>> DEDICATED SERVICE TECHNICIANS**

You care for dozens of critically ill patients every day. Every minute matters when a machine is out of service. Having dedicated field service engineers and fast response times can give you the peace of mind you deserve.



FASTER, SMARTER SERVICE

As one of our most valued customers, you will receive a suite of premium add-ons with your technical service plan:

- > **Up to 2x faster response rate** for service than for customers with a standard service plan
- > **Up to 5x faster response rate** for repairs than for on-demand repair calls
- > **Exclusive loaner device** for use after hours, on holidays and on weekends at exceptional value
- > **On-site storage of parts** to reduce the risk of repair delays
- > **Dedicated field service engineers** who know your business, your team and your unique needs
- > **Peace of mind** knowing that a service engineer will be there for you at predictable times
- > **Priority response** from your dedicated engineer on your designated service days
- > **Proactive check-ins** to reduce delays

If device errors are found to be unrelated to machine issues, the field service engineer will escalate the case to a dedicated Vantive clinician to answer therapy-related questions at the next available opportunity.

VANTIVE TECHNICAL SERVICES

COMMITTED TO ENSURING YOUR PEACE OF MIND FROM THE START

To order service, call us at 1-800-525-2623.

