



# FHC Clinical Service Agreement

Now is the time to protect your investment

FHC products are guaranteed for one year from the date of shipment, given proper use and exposure. To maintain this guarantee beyond the first year, FHC requires all capital equipment receive an annual inspection performed by an FHC technician. Purchase one of our service agreements today to protect your investment.

# Guideline 5 Service Agreement



Guideline™ is a trademark of FHC, Inc.

## Services Included:

### Dedicated Remote Support

Available 24/7

### Onsite Service & Training

- Onsite service calls by an FHC technician (including travel costs), to perform troubleshooting and repair of equipment.
- Onsite intra-operative troubleshooting and user support by an FHC technician for diagnosis of user-reported difficulties.
- Shipping one way if the equipment requires repair at the manufacture or upgrades that can't be performed onsite.
- After initial set-up and training visits, includes one additional onsite Guideline™ 5 training session per year with an FHC technician accompanying new software release.

### Software & Firmware Updates

Guideline 5 software and firmware maintenance releases, including bug fixes.

### Software Upgrade

Guideline 5 new software releases offered at a discount price. (Guideline users without a current annual service agreement will be charged additional fees for lapsed agreements.)

### Description

The purpose of the Guideline™ 5 annual service agreement is to uphold functionality and performance, limiting the cost and exposure to system downtime for the user.

### Scope

The Guideline 5 service agreement includes annual preventive maintenance, onsite training, remote support, software updates, software and hardware upgrades\*, and use of loaner equipment to ensure a properly functioning system.

### Preconditions and Customer Responsibilities

If a Guideline 5 service agreement is requested after the system's original purchase date, the customer's Guideline 5 system must be inspected, repaired (if necessary) and verified before an agreement may be signed.

### Limitation

If the Guideline 5 system is not serviced as recommended, FHC is not obligated to any commitments stated in the annual service agreement.

*\*Software and hardware upgrades of the currently owned system. GL5 add-ons not previously purchased are not included and may be purchased separately.*

# Guideline 5 Service Agreement Continued

## Laptop Warranty

Laptops purchased from FHC are under warranty for 3 years (1 year without a service agreement). Three years after initial purchase, a laptop upgrade will be offered to existing GL5 users at a discount and software will be reinstalled at no charge.

## Annual Preventive Maintenance

Includes repair parts and labor for normal wear and tear of Guideline 5 system. Annual visit from an FHC technician will perform the following.

- Functional testing and inspection of hardware and accessories.
- Signal integrity and noise rejection testing of hardware.
- Calibration of amplification, stimulation, impedance check, and motor controller features.
- Review of software configuration, and updates to software or firmware as needed.
- Archive patient data.

## Loaner System

Use of a Guideline 5 loaner system at no charge, subject to availability and 1-week advance notice required.





# WayPoint Navigator Software Service and Support Subscription



WayPoint™ is a trademark of FHC, Inc.

## Services Included:

### Dedicated Remote Support

Available 8am-5pm EST. (Please allow four hours response time for planning assistance.)

### Onsite Training

After initial training, includes one additional onsite WayPoint™ Navigator training session per year with an FHC technician accompanying new software release.

### Software Updates

WayPoint Navigator software maintenance releases, including bug fixes.

### Software Upgrade

WayPoint Navigator new software releases, including new features and installation. (Current WPN users without a Service & Support Subscription will be charged additional fees for lapsed subscriptions.)

### Hardware Upgrade

Laptops purchased from FHC are under warranty for 3 years (1 year without a Service & Support Subscription). Three years after initial purchase, a laptop upgrade will be offered to existing WPN users at a discount and software will be reinstalled at no charge. If WPN user has a Service & Support Subscription and upgrades hardware themselves, software will also be reinstalled at no charge.

## Description

The purpose of the WayPoint™ Navigator Service & Support Subscription is to uphold WayPoint Navigator (WPN) performance, limiting the cost and exposure to system downtime for the user.

## Scope

The WayPoint Navigator Service & Support Subscription includes remote support, onsite training, software updates, software and hardware upgrades, and use of loaner equipment to ensure a properly functioning system.

## Preconditions and Customer Responsibilities

If a WPN Service & Support subscription is requested after the system's original purchase date, the customer's WayPoint Navigator must be inspected, repaired (if necessary) and verified before an agreement may be signed.

## Limitation

If the system's subscription is not maintained, FHC is not obligated to any commitments regarding the WPN Service & Support Subscription. FHC is not obligated to repair hardware of any WayPoint Navigator that was installed on hospital-owned computers.



# STarFix Designer Software Service and Support Subscription



STarFix™ is a trademark of FHC, Inc.

## Services Included:

### Dedicated Remote Support

Available 8am-5pm EST. (Please allow four hours response time for planning assistance.)

### Onsite Training

After initial training, includes one additional onsite STarFix Designer training session per year with an FHC technician accompanying new software release.

### Software Updates

STarFix Designer software maintenance releases, including bug fixes.

### Software Upgrade

STarFix Designer new software releases, including new features and installation. (Current users without a Service & Support Subscription will be charged additional fees for lapsed subscriptions.)

### Hardware Upgrade

Laptops purchased from FHC are under warranty for 3 years (1 year without a Service & Support Subscription). Three years after initial purchase, a laptop upgrade will be offered to existing STarFix Designer users at a discount and software will be reinstalled at no charge. If STarFix Designer user has a Service & Support Subscription and upgrades hardware themselves, software will also be reinstalled at no charge.

## Description

The purpose of the STarFix Designer Service & Support Subscription is to uphold STarFix Designer performance, limiting the cost and exposure to system downtime for the user.

## Scope

The STarFix Designer Service & Support Subscription includes remote support, onsite training, software updates, software and hardware upgrades, and use of loaner equipment to ensure a properly functioning system.

## Preconditions and Customer Responsibilities

If a STarFix Designer Service & Support subscription is requested after the system's original purchase date, the customer's STarFix Designer must be inspected, repaired (if necessary) and verified before an agreement may be signed.

## Limitation

If the system's subscription is not maintained, FHC is not obligated to any commitments regarding the STarFix Designer Service & Support Subscription. FHC is not obligated to repair hardware of any STarFix Designer that was installed on hospital-owned computers.

# STar Drive and STar Drive Manual Service Agreements

STar™ is a trademark of FHC, Inc.

## Services Included:

### Dedicated Remote Support

Available 24/7

### Annual Preventive Maintenance

Annual inspection of STar™ Drive and frame adapter by an FHC technician. Preventive maintenance includes repair parts and labor for normal wear and tear of the equipment.

- Disassemble, clean and inspect drive components
- Replace broken or worn parts
- Full calibration of drive system

### Loaner System

Use of a STar Drive loaner system at no charge, subject to availability and 1-week advance notice required.

### Description

The purpose of the STar™ Drive Service Agreement is to uphold the drive system's performance, limiting the cost and exposure to system downtime for the user.

### Scope

The STar Drive service agreement includes annual preventive maintenance, loaner equipment and remote support to ensure a properly functioning system.

### Preconditions and Customer Responsibilities

If a STar Drive service agreement is requested after the drive's original purchase date, the customer's STar Drive must be inspected, repaired (if necessary) and verified before an agreement may be signed.

### Limitation

If the STar Drive is not serviced as recommended, FHC is not obligated to any commitments stated in the annual service agreement.



# microTargeting Controller Power Assist System Service Agreement



*microTargeting™ is a trademark of FHC, Inc.*

## Services Included:

### Annual Preventive Maintenance

Annual inspection of microTargeting™ Controller, remote, motor and/or encoder by an FHC technician. Preventive maintenance includes repair parts and labor for normal wear and tear of the equipment.

- Firmware update
- Replacement of motor components (if necessary)
- Full calibration of controller system

### Loaner System

Use of a microTargeting Controller Power Assist loaner system at no charge, subject to availability and 1-week advance notice required.

### Description

The purpose of the microTargeting™ Controller Power Assist System service agreement is to uphold the system's performance, limiting the cost and exposure to equipment downtime for the user.

### Scope

The microTargeting Controller service agreement includes annual preventive maintenance, loaner equipment, firmware upgrades and remote support to ensure a properly functioning system.

### Preconditions and Customer Responsibilities

If a microTargeting Controller service agreement is requested after the system's original purchase date, the customer's equipment must be inspected, repaired (if necessary) and verified before an agreement may be signed.

### Limitation

If the microTargeting Controller is not serviced as recommended, FHC is not obligated to any commitments stated in the annual service agreement.





# Additional Services

Customers choosing not to purchase service agreements may use the service products listed below to meet FHC annual inspection and preventive maintenance requirements. These products are also available for customers with service agreements who require additional service or support not covered in their agreement.

## Clinical Support or Training

### MT-INSERVICE

Clinical support and/or equipment training, available as onsite procedural support per day (plus travel), remote support per hour, or as a training course at our Greenville, PA location.

## On-site Repair Service

### MT-SVR

Onsite equipment service visit (includes travel, does not include replacement parts or supplies). FHC will make a best effort to repair the equipment in a single visit. If a second visit is necessary, the purchase of another service visit is required and may require equipment be returned to FHC for factory repair.

## Equipment Procedural Support

### MT-OP-SERVICE

Onsite equipment support per day, plus travel.

## neuroCase/Single Procedure Support

### MT-CASE OEC

Onsite case support. Includes travel, FHC technician, MER equipment, and single track configuration consumables (array configuration also available).

## Loaners and Equipment Rental

- WayPoint™ Navigator pay-per-use
- STar™ Drive System loaner\*
- microTargeting™ Controller Power Assist System loaner\*

Shipping costs are not included. Contact FHC for more information.

\*STar™ Drive and microTargeting™ Controller Power Assist systems are available for 2 week loaner periods. Longer loaner periods may be available upon request. All loaners are subject to equipment availability.

