

1st Year Preventive Maintenance Program



FIELD SERVICE AND TECHNICAL SUPPORT



1ST YEAR PREVENTIVE MAINTENANCE PROGRAM

This on-site maintenance offering is designed to supplement the warranty period provided with all new STERIS equipment. This routine preventive maintenance inspection program, available at the time of purchase, provides coverage for scheduled maintenance costs, including parts (where applicable) and labor. By purchasing this offering with your new equipment, we can help ensure that your equipment will operate according to factory specifications during the warranty period, while protecting your initial capital investment.

OUR 1ST YEAR PROGRAM INCLUDES:

Equipment Maintenance

Performance Assurance Checks	✓
Safety Inspections	✓
Service Audit	✓
90-day Warranty on Parts & Assoc. Labor	✓
On-site Scheduled Maintenance Labor	✓
Travel Charges	✓
Scheduled Maintenance Parts*	✓

Customer Support

Toll-free Phone Support	✓
Detailed Service Documentation	✓
Customer Satisfaction System	✓

* Where applicable

EQUIPMENT MAINTENANCE

With our 1st Year Preventive Maintenance Program, a STERIS Field Service Representative is assigned to your facility. As part of a large, nationwide technical field staff, this individual has had extensive training on STERIS equipment and receives regular product updates and instruction. Your Field Service Representative can effectively handle all of your maintenance needs.

OUR ON-SITE SCHEDULED MAINTENANCE IS BOTH QUICK AND CONVENIENT

Your STERIS Field Service Representative will inspect, evaluate, and perform planned maintenance to ensure your equipment continues to work according to factory specifications. Our 1st Year Preventive Maintenance Program includes an annual inspection for surgical products. Sterile processing and research and process equipment may require an additional inspection, which is covered under this plan. Your STERIS Field Service Representative will call you to schedule a maintenance visit that is convenient to your facility.

PERFORMANCE ASSURANCE CHECKS AND SAFETY INSPECTIONS HELP TO MAXIMIZE STAFF SAFETY

During our 1st year preventive maintenance inspections, several comprehensive assessments are performed on your equipment. Performance Assurance Checks verify that the equipment is operating according to specifications. Safety inspections are performed on all major machine components and safety devices.

Complete Customer Satisfaction – Our main priority is to exceed your expectations, no matter which STERIS Service offering you select.



OUR SERVICE AUDIT ENSURES YOUR COMPLETE SATISFACTION

Because we are committed to the highest standards, all of our Field Service Representatives' work is subject to review. Each year, our District Service Managers conduct a Service Audit on each of our Field Service Representatives and grade them on:

- ✓ quality of services performed
- ✓ communication with key customer contacts
- ✓ proper completion of service documentation
- ✓ completion of all required safety inspections
- ✓ post-service checks

WE HANDLE THE DOCUMENTATION FOR YOU

We provide service documentation immediately after work is completed to help you comply with regulatory guidelines. Our detailed service booklet documents our preventive maintenance program, including a checklist of all services performed, the serial number serviced, and all unscheduled services performed.



WE PROVIDE ANSWERS TO YOUR TECHNICAL QUESTIONS

Our Technical Support Center, backed by our Service Engineering Team, has answers to your equipment questions. Our expert staff can:

- answer technical questions
- diagnose equipment problems
- advise on proper equipment operation
- assist on installation requirements
- correctly identify parts and supplies
- track your parts order from entry into the system through shipment to your facility
- schedule on-site service support

STERIS Customer Support Center,
24 hours a day, 7 days a week: 800-333-8828

YOU CONTROL YOUR SERVICE EXPENSES WITH FLEXIBLE PAYMENT OPTIONS

We offer fixed price plans that secure the price of your service contract beyond our 1st Year Preventive Maintenance Program for those customers who wish to have multi-year coverage on their service programs at guaranteed prices. Fixed pricing:

- protects against rising parts and labor costs
- minimizes administrative time
- helps you manage your service budget
- reduces potential gaps in coverage versus annual renewals

Since contract offerings vary by customer, STERIS offers flexible payment plans for its service programs. Ask your District Service Manager for more details.

CUSTOMER SATISFACTION: TAKING STEPS TO SERVICE EXCELLENCE

Our Field Service Representatives are measured and rewarded based on direct customer feedback, which helps ensure that they continue to exceed your expectations.