

Service Agreement Basic Biomed



Combines efficiency and economy by facilitating immediate response from your technical staff, backed by support from ZONARE

Plan Features

- Technical Phone Support
(Monday - Friday, 5am - 5pm PST, excluding US holidays)
- Remote Diagnostics & Servicing, where available
- ZONARE Medical Systems Certified Spare Parts
- Software Upgrades
- Scan Engine Loaner
- Extended Options Coverage

Technical Phone Support

Expert assistance is available for quick resolution of technical issues. Technical Support provides remedial and preventive service from a central location to ensure maximum uptime and convenience.

Scan Engine Loaner & Repair

Should your Scan Engine require repair, ZONARE will provide a loaner system for your use to maximize your up-time. Your system will be repaired and will be returned to you within 10 business days from receipt of your unit into the ZONARE repair facility.

ZONARE Certified Spare Parts

Factory original replacement parts support your ZONARE investment. Every ZONARE replacement part is guaranteed to perform to factory specifications and design revisions. Parts are tested and qualified with the same stringent processes as your original system, so you have the assurance of compatibility and optimal performance.

Extended Options Coverage

Options purchased during the service agreement will be covered at no extra charge for up to 12 months.

Software Upgrades

Periodic, free enhancements to existing capabilities maximize your original investment and help keep your **z.one** system current with the latest technology. Software and hardware options, which may be purchased separately, are not included with upgrades..

Total Transducer Coverage - *Optional*

ZONARE offers comprehensive coverage for wear, failure and accidental damage for all covered transducers. In addition, it also covers transducer theft¹. All ZONARE transducers are designed for optimal performance and offer complete system compatibility.

On-site Labor - *Optional*

This agreement doesn't include on-site labor. This can be provided on an as needed basis. Call Technical Support for current hourly rates.

Peripheral Coverage - *Optional*

Provides replacement coverage in the event of a peripheral problem.

For more detailed information on ZONARE Service Agreements or Option Upgrades, please contact our Customer Service at 1 877-913-9663.



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