



## CAE Healthcare ASSURANCE

### CathLabVR Support and Maintenance Plans

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#### Value

- Labor and materials for the repair of CAE Healthcare products at CAE Healthcare's facility included.
- Freight costs to the CAE Healthcare facility are not covered. However, CAE Healthcare bears the return freight costs by the same method as the incoming shipment.
- 40% discount on replacement toolkits.
- Includes Software updates and upgrades as they become available.
- Loaner simulator provided to customer (at the discretion of CAE Healthcare Customer Service staff) while customer's simulator is repaired at CAE Healthcare.
- Customer service and clinical phone support (telephone, fax or email).
- Unlimited in-house training included; provided to customers as it becomes available. Support and Maintenance plan must be active on simulator for which training is being provided.
- 5% discount on all new software products as they become available.

#### Premier

- Labor and materials for the repair of CAE Healthcare products at CAE Healthcare's facility included.
- All shipping costs incurred to and from CAE Healthcare are covered.
- Priority scheduling for onsite repair by the CAE Healthcare Customer Service staff.
- One EV Generic Cardio Vascular Toolkit provided per year while under an active Support and Maintenance plan.
- 40% discount on additional replacement toolkits.
- Includes Software updates and upgrades as they become available.
- Loaner simulator provided to customer (at the discretion of CAE Healthcare Customer Service staff) while customer's simulator is repaired at CAE Healthcare.
- Customer service and clinical phone support (telephone, fax or email).
- Unlimited in-house training included and provided to customers as it becomes available. Support and Maintenance plan must be active on simulator for which training is being provided.
- 10% discount on all new software products as they become available.

#### Premier Plus

- For customers with three or more simulators, the Premier Plus Support and Maintenance plan includes all the features of the Premier Program at a discounted rate.

PO REQUIRED:  Yes  No If Yes, PO# \_\_\_\_\_

I certify that I am duly authorized to represent the company named in quote # \_\_\_\_\_

\_\_\_\_\_  
Name & Title (Please Print and Sign) (Date)

Billing Address: \_\_\_\_\_ Shipping Address: \_\_\_\_\_

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If you would like your invoice electronically sent, please include e-mail address: \_\_\_\_\_

**PLEASE RETURN VIA FAX WITH PRICE QUOTE: 941-377-5590**

If you have any questions regarding your CAE Healthcare Assurance Plan, please contact Jarrett Higgins at 941-536-2102 or [Jarrett.Higgins@cae.com](mailto:Jarrett.Higgins@cae.com)

If you choose to decline any of the above Support and Maintenance plans, service and repairs for systems without coverage will be charged per the time and materials of the service and may be subject to a penalty fee if a lapse in plan coverage should occur. Phone support with a CAE Healthcare Technician is also not available without an active support and maintenance plan, including those that carry only third party support coverage. All purchases of CAE Healthcare Support and Maintenance plans are subject to CAE Healthcare's Support and Maintenance Terms