



# CAE Healthcare ASSURANCE

Service Agreement options that fit your needs and your budget



Choose from three comprehensive support and maintenance plans designed to offer peace of mind when you need it most.

At CAE Healthcare, we know that saving lives and working on the cutting edge of medical education isn't always easy. Our goal is to provide the best possible service to our customers when you need it most. That's why we created the CAE Healthcare Assurance Program – our commitment to you that we'll be there if anything should go wrong.

Service coverage under CAE Healthcare's ASSURANCE program entitles you access to support from our world-class Customer Service Group, regular software updates, Training for Life™ and many more benefits. CAE Healthcare ASSURANCE offers three service options depending on the level of support you require.

# CAE Healthcare ASSURANCE – 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 (excluding HPS®).
- 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.
- Includes Software and Learning Application 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. Warranty must be active on simulator for which training is being provided. (Does not include surgical, Blue Phantom or ultrasound products)
- 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 (excluding HPS®).
- All shipping costs incurred to and from CAE Healthcare are covered.
- Priority scheduling for onsite repair by the CAE Healthcare Customer Service staff.
- Preventative maintenance visit at customer's location once per year included. This maintenance includes inspection and repair performed by a CAE Healthcare support Technician.
- Includes Software and Learning Application 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. Service Agreement must be active on simulator for which training is being provided. (does not include surgical, Blue Phantom or ultrasound products)
- 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.

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.