

Respond with confidence:
Rely on service from Physio-Control





When lives are at stake, you need quality service for your lifesaving devices.

Imagine having someone dedicated to managing your Physio-Control equipment. Someone who understands the intricacies of EMS. Someone who anticipates your needs and makes responding a priority. We'll make sure your lifesaving devices are ready when you need them.

Our service plans go beyond keeping your devices running at peak performance.

Your service representative will get to know you and your team, answer questions specific to your devices, give reminders about proper device operation, and advise you about new features and accessories to help you maximize efficiency.



Onsite service

If you ever need us, your dedicated service representative comes to your location with just one phone call. Backup support from our team is always available.



Expertise

Your service representative is 100% focused on Physio-Control devices. With an average of 14 years' experience, nobody knows your devices better. Because they carry a large inventory of spare parts, representatives can often repair your device onsite.



Customer satisfaction

Our service representatives consistently receive the highest marks in customer satisfaction—an average satisfaction rating of 6.8 out of 7 in our onsite service survey. Because they are part of your community, they are completely dedicated to helping you achieve your goals.



A service plan lets you focus on your mission.

Confidence in the readiness of your device.

- Comprehensive maintenance and inspections can help find issues before they cause problems
- Most repairs performed within 48 hours, if not sooner

Control costs.

- Minimize unexpected costs and make budgeting more predictable
- Stretch your budget further with additional discounts

Less hassle, fewer disruptions.

- Inspection schedules that put minimal demand on your staff and equipment
- Your rep tracks maintenance and device status, and provides documentation for your compliance needs
- Onsite Service option eliminates hassle of boxing up devices and shipping them out when a repair is needed
- No need to get a purchase order or obtain approvals

“The service representative caught a problem we didn’t know we had. He fixed it the same day, and we didn’t have to take it out of service.”

—Small Hospital, Minnesota



“I’ve been in EMS for 27 years, and I can tell you that our representative is top-notch. He’s an extremely pleasant person to work with, and pays great attention to detail. He truly cares for the customer as much as he does the product he services.”

—Small Fire Department, Texas

Choose the best service plan for your needs.

	 Preventive Maintenance	 Repair Plus	 Comprehensive
Preventive maintenance and inspection service	✓		✓
Configured loaner device during preventive maintenance or repairs	✓	✓	✓
Discounts on upgrades, accessories and disposables	✓	✓	✓
Software updates	✓	✓	✓
24/7 telephone support	✓	✓	✓
Battery-replacement service		✓	✓
Parts and labor for repairs	Discount	✓	✓
Onsite service	Optional	Optional	Optional
Ship-in service	Optional	Optional	Optional

To find out more about our Service Plans, please contact a Sales or Service Representative at 800-442-1142.



We're right here—right when you need us.

Every day, you protect the people in your community during all types of events—from festivals to football games, or even when disaster strikes.

With local representatives across the country, Physio-Control is able to respond when our customers need us most.

“Our service representative promptly drove out to our remote station while our fire district was engaged in fighting a major wildfire. This helped us stay in service to our community and focus on the major emergency at hand.”

— *Medium Fire Department, California*

Specific services offered by device.



**LIFEPAK® 15/12
monitor/defibrillator**



**LIFEPAK® 1000 defibrillator/
LIFEPAK CR® Plus AED**



**LUCAS® 2/3 chest
compression system**

Preventive Maintenance Plan

Update software to the most current version
Check all batteries and battery pins
Inspect the integrity of accessories and recommend replacement as needed

Test the integrity of all cables and recommend replacement as needed
Electrical safety check in accordance with NFPA guidelines
Computer-aided diagnostics to test 30 device dimensions and verify the unit functions accurately, from waveform shape and defibrillation energy to pacing current and capnography readings (if present)
Check electrode expiration dates and recommend replacement as needed
Check printer operation and trace quality

Test the integrity of all cables and recommend replacement as needed
Electrical safety check in accordance with NFPA guidelines
Computer-aided diagnostics to verify the unit functions accurately, including waveform shape (LIFEPAK 1000 defibrillator only) and defibrillation energy
Replace up to one (1) battery pack in accordance with the device operating instructions or upon battery failure (LIFEPAK 1000 defibrillator only)
Replace one (1) set of expired adult therapy electrodes at scheduled time of service (LIFEPAK 1000 defibrillator only)
Replace up to one (1) CHARGE-PAK™ and two (2) QUIK-PAK™ electrodes at time of service (LIFEPAK CR Plus AED)

Test linear sensor and recalibrate if needed
Lubricate and adjust mechanical parts, including compression module and claw lock
Clean hood, fan, intake and bellows
Perform functional test on all mechanical components and electronics
Computer-aided diagnostics
Replacement of LUCAS Disposable suction cup, LUCAS Patient Straps, or LUCAS Stabilization Strap, as deemed necessary by Physio-Control

Repair Plus Plan

Repairs (parts and labor) to restore equipment to manufacturer specifications

LIFEPAK battery-charger repair or replacement as deemed necessary by Physio-Control
Power-adaptor repair or replacement
Replace up to three (3) lithium-ion batteries in accordance with the device operating instructions or upon failure
Replace two (2) NiCd or up to two (2) SLA batteries (LIFEPAK 12 only)
Replace up to one (1) coin cell memory battery in accordance with the device operating instructions or upon failure

Replace up to two (2) LUCAS chest compression system batteries in accordance with the Instructions for Use or upon battery failure
LUCAS Battery Desk-Top Charger, LUCAS Aux Power Supply, LUCAS Car Cable repair or replacement as deemed necessary by Physio-Control
Replacement of LUCAS Disposable suction cup, LUCAS Patient Straps, or LUCAS Stabilization Strap

Comprehensive Plan

Combines benefits of Repair Plus and Preventive Maintenance Service Plans

Service Plans are also available for the LIFEPAK® 20e defibrillator/monitor; please contact your local Physio-Control Representative for more information.

Service details.

Onsite Services are performed between 8:00am and 5:00pm local time, Monday through Friday, excluding holidays. Customer is to ensure Covered Equipment is available for Service at scheduled times or additional labor charges may apply. Some Services may not be completed onsite. Physio-Control will cover travel and/or round-trip freight for Covered Equipment that must be sent to our designated facility for repair.

Ship-In Service will ship your device to the nearest service center for repairs and inspections. We use only original manufacturer parts, and services will be performed at a designated Physio-Control facility. Physio-Control will cover round-trip shipping (ground only) for covered equipment sent to our designated facility for service.

Loaners will be provided as needed for either Preventive Maintenance or Repairs. Request for loaner through Service Advanced Plan must be made by 10:00am local time to receive the loaner the next day.

Updates are changes to a device to enhance its current features, stability or software. Physio-Control will install Updates at no additional cost, provided such Updates are installed at the time of regularly scheduled Services. Updates at a time other than regularly scheduled Services will be billed on a separate invoice at 20% off the then-current list price of the Update. If parts must be replaced to accommodate installation of new software, such parts may be purchased at 30% off the then-current list price.

Upgrades are major, standalone versions of software or the addition of features or capabilities to a device. For all Service Plans, Upgrades are not provided under the Plan and must be purchased separately. Upgrades are available at 17% off the then-current list price.

Service Plans do not include: supply or repair of accessories or disposables; repair of damage caused by misuse, abuse, abnormal operating conditions, operator errors, acts of God, and use of batteries, electrodes or other products not distributed by Physio-Control; replacement or repair of cases; repair or replacement of items not originally distributed or installed by Physio-Control; Upgrades and installation of Upgrades.

Physio-Control is now part of Stryker.

For further information, please contact Physio-Control at 800.442.1142 (U.S.), 800.895.5896 (Canada) or visit our website at www.physio-control.com

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