



**Think ahead, plan ahead
and stay ahead
with equipment service by Bayer**



Equipment Service

We're your partner for peace of mind.

Equipment service by Bayer is built on optimising product uptime, maximising value, and keeping Bayer devices performing at peak efficiency.

Around the world, hospitals and health care organisations rely on Bayer for the comprehensive programs and service essentials that drive productivity, reliability and cost-effective performance. And that's peace of mind that lets you think ahead and focus on your patients.

Preventative Maintenance

Preventative Maintenance (PM) is Bayer's proprietary annual program of calibration, proactive hardware and software updates, complete inspection and functional check per OEM procedures. PMs are designed to safeguard performance, anticipate and prevent service interruptions, meet or exceed accreditation standards and maintain your mission-critical devices.

PM provides...

- › Calibration per manufacturers specifications and procedures
- › Proprietary software updates to enhance product performance
- › Complete inspection and functional check
- › Service by a Bayer trained field service engineer



VirtualCARE™ Remote Support

VirtualCARE™ Remote Support is round-the-clock remote support for Bayer devices¹, identifying issues before they become problems and providing real-time monitoring, advanced diagnostics and rapid resolution.

Only VirtualCARE

- › Continuously monitors Bayer devices and detects errors automatically
- › Receives service requests instantly, generated at point of care
- › Provides fast, effective, informed event assessment and determination
- › Resolves software issues remotely in minutes rather than hours

1 VirtualCARE is available on

- › MEDRAD® Centargo CT Injection System
- › MEDRAD® Stellant CT Injection System
- › MEDRAD® Stellant FLEX CT Injection System
- › MEDRAD® MRXperion MR Injection System
- › MEDRAD® Avanta Fluid Management Injection System
- › MEDRAD® Mark 7 Arterion Injection System
- › MEDRAD® Intego PET Infusion System
- › Radimetrics™ Enterprise Platform

Technical Assistance Centres (TACs)

Bayer Technical Assistance Centres are a global network of state-of-the-art rapid response centres, staffed by Bayer trained engineers and technicians, and offering extensive technical resources, knowledge and capabilities.

Bayer currently operates six regional TACs across the globe, in the United States, Brazil, The Netherlands, Japan, China and Australia.

In Australia, TAC troubleshooters are available Monday - Friday, 9am - 5pm AEST to Bayer customers to assess situations, answer questions and help diagnose problems.

Quality Care and Exceptional Value in Four Customised Solutions:

	ExtendedCARE Service Agreement Programs	DirectCARE™ Service Agreement Programs	SelectCARE+ Service Agreement Programs	SelectCARE™ Service Agreement Programs
	Extended warranty service	Comprehensive on-site service ³	Essential service option, with loan unit support ⁵	Essential service option ²
Extended warranty discount 18% discount based on the agreement being taken out within 90 days of a new system installation	✓			
Full warranty protection Replacement parts including pressure jacket ⁴ for a 12 month period to correct any malfunctions which occur during normal use of the equipment. Freight and handling costs associated with replacement parts	✓	✓		
VirtualCARE™ remote support Real-time monitoring and advanced diagnostics	✓	✓		
Monday - Friday, 9am - 5pm AEST Technical assistance centre (TAC)	✓	✓		
Loan unit support⁵ Supply of a loan unit in the case of a breakdown while repairs are being carried out	✓	✓	✓	
Annual preventative maintenance Includes hardware and software updates. Performance calibration to manufacturer's specifications. Safety testing to AS3551:2012 Monday - Friday, 9am - 5pm AEST	✓	✓	✓	✓
Meets DIAS accreditation Will ensure equipment is maintained in accordance with specific manufacturer's specifications	✓	✓	✓	✓

² Replacement parts are not included and additional costs will be applicable if parts are required.

³ Any equipment outside warranty or continuation of a DirectCARE program is subject to a pre-program assessment and recommendations completed prior to commencement of the DirectCARE program

⁴ For MEDRAD Mark 7 Arterion and MEDRAD Avanta Injection Systems

⁵ Service loan terms and conditions apply


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Equipment service is subject to Terms and Conditions of Service, which is available separately.



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