

Comprehensive and responsive support solutions

Cost Containment and Peace of Mind

Our team of certified specialists and technicians are our greatest resource. We provide personalized solutions to our customers in a timely and efficient manner. Connect with us today and learn about the many benefits we can offer, including a dedicated Natus service contact, priority part replacement and repair and overnight priority express shipping for replacement parts at no additional cost.

Benefits Include:

Service Coverage - (Excludes Persyst Software Maintenance Agreement -PSM)	Advance Care	Flex Care	Basic Care
Dedicated Inhouse Service Contract Specialist – Make sure contract needs are met	✓	✓	✓
On Site Support - Labor, Travel & Expenses	Unlimited	2 Visits / Year / per Facility	Billable
Priority Tech Support and Remote Diagnostics if applicable	✓	✓	✓
Priority Service Parts replacement/repair including overnight shipping costs – Loaner provided if required	✓	✓	✓
Performance and maintenance check on request with inventory verification upon customer request (\$2,250 Value)	✓	✓	Billable
Software updates upon customer request (when available)	✓	✓	✓
Installation of software updates upon customer request (when available)	✓	✓	Billable
Software version upgrades (when available)	10% Discount		
Biomed / IT Training (Tuition only, In-house Middleton)	50% Discount		
NTA Clinical Training Courses (when available, tuition only, in-house Middleton) Visit neuro-training.academy	50% Discount		

All options exclude Persyst Software Assurance Agreement
HL7 is remote support only. Coverage does not include modifications to the interface.

To learn more about our programs contact
a Service Contract Representative at:

1-800-356-0007

Healthcare solutions with one thing in mind. You.

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