



Service & support

– from the people who know your Natus products the best

Support that keeps you one-step ahead

We stand behind the quality of our products. Every device you purchase from Natus comes with a one-year limited warranty. To extend protection coverage and protect your investment, purchase Natus Care. We provide expert care with personalized solutions to our customers in a timely and efficient manner. With your own dedicated Natus service contact, easily connect with someone who is waiting to help you. From service maintenance, equipment repair and field support – we are with you at every step. Natus Care ensures your equipment will continue to provide quality patient monitoring, screening and assessment. Let Natus take care of your device so you can take care of your patients.

Why do I need a service contract?

Our promise to provide excellence doesn't end once you have made a purchase. It's just the beginning of our continued support to you each and every day.

- Feel confident knowing your device is being properly maintained
- Get peace of mind knowing that help is a simple phone call away
- A devoted expert is at your side for the entirety of your service contract
- If a product is damaged or defective, a quickly delivered replacement means you can continue to provide care without interruption



Choose your level of Care

Whether you want full coverage, partial coverage or preventive maintenance, our flexible packages provide just the level of support you need to achieve consistent quality. Most issues can be resolved in a single phone call.

Which level of coverage meets your needs?

Comprehensive and prioritized support

We come to you – Receive onsite and in-house service on-demand with no need for quotes or invoices.

Coverage for repair and replacement parts

Equipment will be regularly serviced. Repair, replacement and a loaner will be provided, if needed.

Priority technical support

Protect your investment with performance & preventive maintenance by a certified technician.



NATUS CARE	ADVANCE CARE	FLEX CARE	BASIC CARE
DEDICATED AND CERTIFIED TECHNICAL PHONE SUPPORT	✓	✓	✓
ON-SITE PERFORMANCE & PREVENTIVE MAINTENANCE CHECK WITH INVENTORY VERIFICATION UPON CUSTOMER REQUEST <small>(THIS INCLUDES 1 CALIBRATION OR SAFETY CHECK / YEAR DEPENDENT ON DEVICE TYPE)</small>	✓	✓	✓
PRIORITY REMOTE SERVICE AND TROUBLESHOOTING FROM OUR TECHNICAL EXPERTS	✓	✓	✓
SOFTWARE UPDATES UPON CUSTOMER REQUEST <small>(WHEN AVAILABLE)</small>	✓	✓	
SERVICE PARTS REPLACEMENT/REPAIR, INCLUDING EXPRESS SHIPPING AND RETURN COSTS – LOANER PROVIDED IF REQUIRED <small>(THIS INCLUDES PROBE REPLACEMENT / REPAIR OF UP TO 1 PROBE / YEAR FOR "ACCUSCREEN, MADSEN ZODIAC" AND 2 PROBES / YEAR FOR "OTOSCAN")</small>	✓	✓	
CERTIFIED ON-SITE SUPPORT, INCLUDING LABOR, TRAVEL & EXPENSES	2 VISITS / YEAR / PER FACILITY		
INSTALLATION OF SOFTWARE UPDATES UPON CUSTOMER REQUEST <small>(WHEN AVAILABLE)</small>	✓		
SOFTWARE VERSION UPGRADES UPON CUSTOMER REQUEST <small>(WHEN AVAILABLE)</small>	10% DISCOUNT		

Contact your local Natus representative for more information.

Making sense of the body's signals

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