



**Think Ahead. Plan Ahead. Stay Ahead.
With Equipment Service by Bayer.**

Equipment Service

Equipment Service

We're your partner for peace of mind.

Equipment Service by Bayer is built on optimizing product uptime, maximizing value, and keeping Bayer devices performing at peak efficiency.

Around the world, hospitals and health care organizations 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.

Service Essential: Engineered Predictive Maintenance

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

Only an EPM provides...

- Calibration per OEM specifications and procedures
- Proprietary software updates to enhance product performance
- Proactive EPM-certified part replacement
- Complete inspection and functional check
- Warranty protection on all EPM procedures
- Service by a Bayer certified field service engineer

Service Essential: VirtualCare® Remote Support

VirtualCare® is round-the-clock remote support for Bayer devices*, 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

*VirtualCare® is available on

- Medrad® Stellant® CT Injection System
- Medrad® Spectris Solaris® EP MR 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

Service Essential: Technical Assistance Centers (TACs)

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

In the United States, TAC troubleshooters are available 24/7 to Equipment Service by Bayer customers to assess situations, answer questions, diagnose problems and support rapid resolution.

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



Quality Care and Exceptional Value in Three Customized Solutions:

DirectCARE®

Service Agreement Programs

PartnerCARE®

Service Agreement Programs

SelectCARE®

Service Agreement Programs

	Bayer's most comprehensive on-site service	The Bayer complement to in-house capabilities	Essential Bayer options for customized solutions
Meets CMS Accreditation Mandate For OEM Imaging Equipment Maintenance	●	●	●
Annual Engineered Predictive Maintenance EPM includes hardware and software updates	●	●	●
24/7 Troubleshooting Round-the-clock Technical Assistance Center	●	●	●
Rapid Response Mobile part inventory and strategic warehousing	●	●	●
VirtualCare Remote Support Real-time monitoring and advanced diagnostics	●	●	●
Extended Service Hours Extended coverage for EPM and emergency service	●	●	
On-Site Corrective Maintenance Includes labor, travel, and Bayer certified parts	●		
Uptime Guarantees For Peace of Mind	●		
Full Warranty Protection For the term of the agreement	●		



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