

## **DirectCARE<sup>®</sup>** *Service Agreement Programs*

### **Our Most Comprehensive On-site Service.**

#### **DirectCARE<sup>®</sup> Program Options**

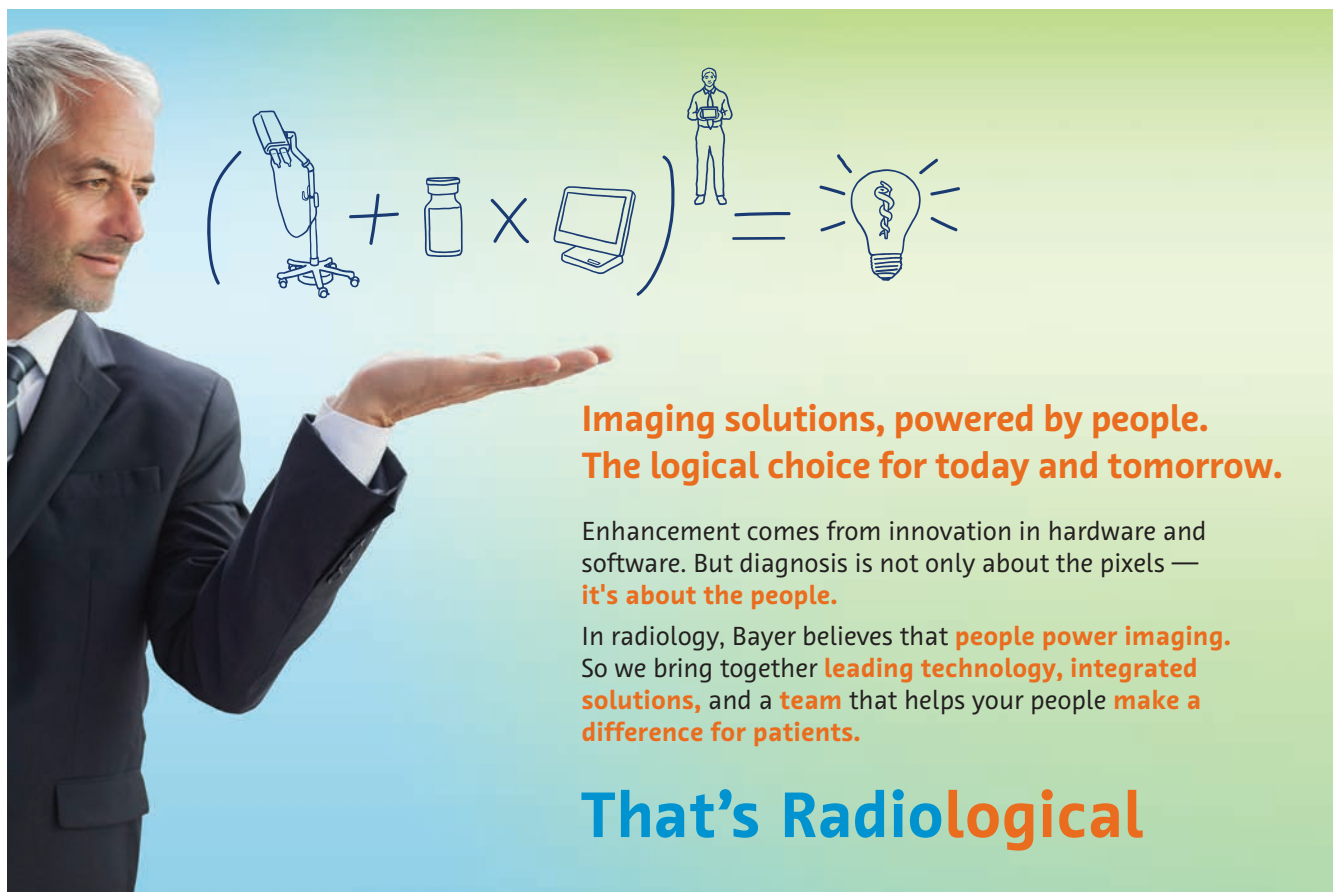
- ◆ **EPM (Engineered Predictive Maintenance)**
  - ◆ Calibration per OEM specifications and procedures
  - ◆ Proprietary software updates
  - ◆ EPM proactive certified part replacement
  - ◆ Complete inspection and functional check
  - ◆ Warranty protection
- ◆ **Corrective Maintenance**
- ◆ **VirtualCare<sup>®</sup> Remote Services**
  - ◆ Remote Support, Auto Alerts, and Remote Diagnostics
- ◆ **Full service coverage - travel, labor and parts**
- ◆ **Extended coverage hours for EPM and emergency service**
- ◆ **Uptime guarantees**
- ◆ **TAC no charge technical assistance**
- ◆ **Mobile parts inventory and strategic warehousing**

**Equipment Service**

## Think Ahead. Plan Ahead. Stay Ahead. With Bayer's Equipment Service.

Bayer's Equipment Service 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.



**Imaging solutions, powered by people.  
The logical choice for today and tomorrow.**

Enhancement comes from innovation in hardware and software. But diagnosis is not only about the pixels — **it's about the people.**

In radiology, Bayer believes that **people power imaging.** So we bring together **leading technology, integrated solutions,** and a **team** that helps your people **make a difference for patients.**

## That's Radiological



**Bayer**

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