



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

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™ Remote Support 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.



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# Quality Care and Exceptional Value in Four Customized Solutions:



**TechCARE**  
Service Agreement Programs

**DirectCARE™**  
Service Agreement Programs

**PartnerCARE™**  
Service Agreement Programs

**SelectCARE™**  
Service Agreement Programs

	<b>Comprehensive Service PLUS Hardware Non-Obsolescence</b>	<b>Bayer's comprehensive on-site service</b>	<b>The Bayer complement to in-house capabilities</b>	<b>Essential Bayer options for customized solutions</b>
<b>Next Generation Equipment</b> One control room hardware enhancement (new unit) and one scan room hardware enhancement*	✓			
<b>On-Site Corrective Maintenance</b> Includes labor, travel, and Bayer certified parts	✓	✓		
<b>Uptime Guarantees</b> For Peace of Mind	✓	✓		
<b>Full Warranty Protection</b> For the term of the agreement	✓	✓		
<b>Extended Service Hours</b> Extended coverage for EPM and emergency service	✓	✓	✓	
<b>Annual Engineered Predictive Maintenance</b> EPM includes hardware and software updates	✓	✓	✓	✓
<b>VirtualCare™ Remote Support</b> Real-time monitoring and advanced diagnostics	✓	✓	✓	✓
<b>24/7 Troubleshooting</b> Round-the-clock Technical Assistance Center	✓	✓	✓	✓
<b>Rapid Response</b> Mobile part inventory and strategic warehousing	✓	✓	✓	✓
<b>Meets CMS Accreditation Mandate</b> For OEM Imaging Equipment Maintenance	✓	✓	✓	✓

\*Available on MEDRAD® Stellant Dual Injection Systems. Upgrades are dependent upon availability. Eligibility includes 2 hardware upgrades per 3-year agreement to be completed at time of PM. Customer may opt for 1 control room equipment enhancement and 1 scan room equipment enhancement. Mounting options (Overhead Counterpoise System (OCS) and Pedestal) are excluded.

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