

## Lifeline ARM Maintenance, Service & Support Plans

**PROTECT YOUR INVESTMENT:** Choose what is best for you from our fast and affordable service plans and have confidence that maintaining your new Lifeline ARM ACC device(s) will be easy and hassle free.

Simply ship in the Lifeline ARM's unique and innovative Compression Module, and Defibtech will service, and if needed, repair it, and ship it back to you, promptly and safely. And with available loaners/rentals, your professional rescuers and healthcare providers are able to continue to provide enhanced CPR to victims of sudden cardiac arrest (SCA).

### Included coverage — Standard with the purchase of a Lifeline ARM ACC

- ✓ One (1)-year manufacturer's warranty on device and reusable accessories

### Preventive Maintenance (PM) Plan

Arranging a PM at the recommended interval of every 18 months, or every 200 hours of operation, whichever comes first, provides a simple and essential solution for users who need to maintain the unit's performance over time at a reasonable cost.

Key features of the Preventive Maintenance Plan:

- ✓ Pre-paid shipping labels for ground shipping within the lower 48 States for ship-in and return for service
- ✓ Fast turn solution with ship-in service performed by experienced, factory-trained, service technicians at our corporate repair center
- ✓ Inspection, preventive maintenance, and performance test of the compression module using manufacturer-developed procedures
- ✓ Installation of released software updates to latest version (as available)
- ✓ Access to loaner equipment such as a compression module, and, if needed, a loaner frame and/or loaner backboard at no charge during product servicing
- ✓ Service reports, including data download, maintained by Defibtech and available for you to meet equipment maintenance requirements
- ✓ Proactive management of preventive maintenance schedules including reminders sent according to your needs
- ✓ Access to Defibtech's Technical Telephone Support Line

### Premium Service Plan — 3 years of coverage (May be paid in full, or in three installments)

This comprehensive service plan is available for warranty and post warranty benefits and coverage. It offers maximum coverage for the device including repairs. For the customer who needs to maintain the device's performance and up time, the Premium Service Plan is a comprehensive service agreement for total equipment care.

Key features of the Premium Service Plan:

- ✓ All features of the Preventative Maintenance (PM) Plan as listed above
- ✓ As many PMs as may be needed according to recommended interval of every 18 months, or every 200 hours of operation, whichever comes first
- ✓ Extended warranty: full-coverage of parts and labor for product repairs
- ✓ Two free sets of wrist straps and two free PIP three-pack replacements
- ✓ One free non-warranty battery pack replacement upon depletion, in accordance with manufacturer instructions for use
- ✓ 10% discount on parts and labor for non-warranty repairs (Inspection fee waived for non-warranty repair quotes)

Defibtech Lifeline ARM maintenance and service plan offerings ensure fast, cost-effective, and hassle free maintenance of your Lifeline ARM device(s) for maximum uptime, product performance, and equipment life preservation. Our trained service technicians maintain the highest standards so that serviced devices meet your expectations for quality workmanship and speed of servicing.

