

## Aesculap Aeos® SERVICE

PROFESSIONAL. RELIABLE. TRANSPARENT.



### YOUR ADVANTAGES

- Reliable on-site service
- Safeguards your valuable equipment
- Preventing downtime
- Individual risk covering
- Transparent service agreement
- Clearly defined service scope

### Our offer:

**A WIDE RANGE SERVICE PACKAGE FOR  
YOUR VALUABLE MEDICAL EQUIPMENT**



# Aesculap Aeos<sup>®</sup> SERVICE

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## Manufacturer service



Fully trained and qualified service technicians use original equipment to guarantee the quality service of your medical devices. We follow and adhere to all regulatory standards to safeguard patient and user integrity.

## Always at your service



We provide a global network of service hubs which enables our technicians to offer a fast and efficient preventative service process. Our service hubs are located worldwide to guarantee a quick turn around time for your Aesculap Aeos<sup>®</sup> system. You will find your nearest service hub, response times and contact details in your service contract.

## Adherence to budget



We offer full transparency on the overall project cost. You decide by choosing which service level is required depending on your budget. For each option you will receive a transparent forecast of your expenses.

## Economic and efficient



Optimum performance of our equipment is our highest priority in the operating theatre. Through preventive maintenance we avoid any unexpected breakdowns which can cause many inconvenient problems for the hospital. We handle each service contract customer with the highest priority should assistance be required.

## Value preservation service



Regular service prevents any unplanned downtime or major damage to your equipment. Whether you require regular maintenance or repair, we always update your system to the latest standards. This ensures you have a fully up to date and reliable system in the hospital.

## Original spare parts



In this case, we exchange any defects with reworked parts. Each of these parts have underwent Aesculap quality controls and are refurbished according to manufacturing standards.

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Installation	Basic	Advanced	Premium
Installation of Aesculap Aeos® by a service technician on-site with the customer, including technical documentation	✓	✓	✓
Integration of DICOM, if required	✓	✓	✓
Set-up of activated software modules	✓	✓	✓
User Training	✓	✓	✓
Preventive Maintenance			
Proactive reminder for annual inspection	✓	✓	✓
Annual Inspection (visual, functional and electrical safety check), including travel and labor	✓	✓	✓
Technical documentation of annual inspection	✓	✓	✓
Safety relevant software updates	✓	✓	✓
Service Support			
Reaction time	72h	48h	24h
Service Hotline	✓	✓	✓
Software updates – improved functionality		✓	✓
Backup for OR data, incl. external hard drive during annual inspection		✓	✓
Repairs			
Cost covering on-site (repair & support) visits		1 visit	2 visits
Cost covering defective components*	10%**	25%**	100%**
Additional Services			
Update/refresher training for OR staff into handling of the Aesculap Aeos®		1 visit	2 visits

\* self-inflicted and misuse repair cases are excluded

\*\* discount on list price

Your contact for all questions regarding  
the Aeos® Service Contract:



## AESCULAP® – a B. Braun brand

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