



Natus is proud to offer a range of service options to fit your needs

Natus is committed to offering the finest products while providing comprehensive and responsive support. We provide both factory-trained field technicians and certified clinical application specialists, focused on understanding your equipment and meeting your facility and departmental needs.

Natus Neurology provides superior neurology and vascular system service and support with these benefits:

Cost Containment

- No surprise emergency expenses for repairs
- Annual cost information simplifies budgeting and minimizes administrative workload
- Less downtime with Priority Service
- Various discount programs available

Priority Service

- Priority response given to contract customers
- Priority telephone service support for all clinical and technical questions
- Repair parts are shipped prepaid overnight priority express

Peace of Mind

- Total support from Natus Medical Incorporated
- Dedicated certified factory trained personnel will support and repair your system
- No service delays due to pre-approval or purchase order requirements

Our service offerings are customized to meet your needs:

Advance Care Our most comprehensive service option

Flex Care On-site service protection plan – 2 visits per year per facility

Basic Care Optimal protection for your system with replacement parts provided overnight

Natus service contract options... at a glance

Service Coverage Options	Advance Care*	Flex Care*	Basic Care
On-site support – labor, travel and expenses	■	2 visits/year per facility	Billable
Depot (factory) service labor	■	■	■
Replacement service parts and components	■	■	■
Peripherals Protection – computer and printer	■	■	■
Freight Costs included (service parts)	■	■	■
Priority tech support and remote diagnostics if applicable	■	■	■
Performance and Maintenance check included upon customer request within contract year - Include an updated inventory list (physically look at equipment and verify)	1 visit/year (may be included with on-site support visit)	1 visit/year (may be included with on-site support visit)	
Quarterly Call from Customer Care Team (checkup/fix problems remotely)	■		
Software updates	■	■	■
Software version upgrades (when available during life of contract)	Additional 10% discount		
Loaner device during repair	■	■	■
Cerebrum Enterprise Solution**	■	15% Discount	
Advanced Clinical Operation training (when available, tuition only, in-house Middleton)	50% Discount		
Biomed/IT Training (tuition only, in-house Middleton)	50% Discount		
Access to Education portal CEU's	■	■	■
Access to Education port for CME	■	50% Discount	25% Discount

*Not applicable on Embla products

**Available for systems using NeuroWorks 8.x software

Natus neurology service coverage programs

Advance Care

Our most comprehensive service option ensures the ultimate in risk-free protection for those devices that are critical to your mission. Advance Care coverage provides all replacements parts, travel and labor protection at fixed costs for the duration of your service contract. This coverage also provides higher training discounts.

Flex Care

Our Flex Care option provides a more economical approach to obtaining service contract coverage with all replacements parts, travel and labor protection at fixed costs for 2 onsite visits per year per facility.

Basic Care

Our Basic Care option provides optimal protection for your system with overnight shipment of replacement parts and in-house repair, if required, for your system. A loaner will be provided during the repair of your system.



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