

Natus Service Offerings - North America

Comprehensive and responsive support solutions

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

- Accelerated response times
- Priority response given to contract customers
- Priority phone support for clinical and technical questions using priority customer PIN
- Repair parts shipped prepaid overnight priority express

Peace of Mind

- Total support from Natus Medical Inc.
- Factory trained field service technicians
- Certified clinical application specialists
- Dedicated, certified factory trained personnel support and repair your system
- No service delays due to pre-approval or purchase order requirements

Overview of Natus Service Contract Options

Service Coverage Options	Advance Care*	Flex Care*	Basic Care
On-site support – labor, travel and expenses	■	2 visits/year per facility	Billable
Priority phone support - technical support and remote diagnostics (if applicable)	■	■	■
Depot (factory) service labor	■	■	■
Loaner device during repair	■	■	■
Replacement service parts and components	■	■	■
Peripherals protection – computer and printer	■	■	■
Freight costs included – service parts	■	■	■
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 (check up/fix problems remotely)	■		
Software updates	■	■	■
Software version upgrades (when available during life of contract)	Additional 10% discount		
Cerebrum Enterprise Solution**	■	15% Discount	
Biomed/IT Training (tuition only, in-house Middleton)	50% Discount		
Access to Neurology Training Academy (NTA) Portal www.natusneurologyacademy.com	■	■	■
NTA Clinical Training Courses (when available, tuition only, in-house Middleton)	50% Discount		

*Not applicable on Embla products

**Available for systems using NeuroWorks 8.x software