

HOLOGIC[®] SURECARE[®] Service

Patient Care, Uninterrupted



Best-in-Class



Predictive*



Real-Time



Trusted

Ensuring our customers are able to deliver the best possible patient experience, uninterrupted – because your peace of mind is what matters most.

Driving Reliability

We know that system reliability and performance is important to you and your facility. That is why our plans include remote technical and planned maintenance as base coverage features. It is our goal to ensure your system is operating to factory specifications and your team gets the responsive help they need.

Offering Flexibility

Select a plan that fits your needs depending upon your level of risk and budget. The choice is yours.

- On-site labor
- Parts and transducer coverage
- Technical staff training



Our award-winning SURECARE service offering includes plans to meet your business and clinical priorities.

*Available on select systems

SURECARE[®]

SURECARE® Service Plans

Hologic® offers a range of service plans designed to help meet your business goals and keep you focused on what matters most – your patients.

SURECARE Plans: SuperSonic® MACH™ 40 Ultrasound Imaging System

More SURECARE offerings are available across Hologic's portfolio of products.

Operational – Service Contract		SURECARE Premium	SURECARE Gold	SURECARE Partnership
Technical Phone Support	Live help to answer questions	24x7	Standard Hours (8:00am - 5:00pm, M-F)	Standard Hours (8:00am - 5:00pm, M-F)
Online Service	Remote maintenance of connected Mach (online update, SW upgrade, VNC, Diagnostics...)	✓	✓	✓
Preventative Maintenance	Mon-Fri, 8am-5pm Keep system running smoothly Performed on one (1) system and its associated accessories in accordance with the manufacturer's PM procedure	✓ 2 per year	✓ 1 per year	N/A
Corrective Maintenance	Standard Hours (8:00am - 5:00pm, M-F) One (1) intervention for one (1) curative event one (1) day on site by a Hologic Service Engineer or a certified Service provider. Any part(s) excluded Expertise to fix it quickly	✓	✓	N/A
Parts Coverage	Spare parts exchange and fitting for defective components- includes shipping and handling Genuine SuperSonic Imagine parts covered by the contract	✓	✓	✓
Transducer Coverage	Replacement of a transducer in the event of a manufacturing failure (1 exchange per year). Except 3D transducer (unless mentioned otherwise)	✓ 2D & 3D	✓ 2D	✓ 2D
Accidental Damage Transducer Protection	Replacement of a transducer in the event of failure (1 exchange per year)	✓ 2D & 3D	N/A	N/A
SureCare 3D Transducer	Replacement of a 3D transducer in the event of failure (1 exchange per year)	N/A	*	*
Quality Assurance	Ensures system is within the published equipment specifications	✓	N/A	N/A
System Updates	Factory SW releases and HW additions. Any new clinical parameters or new features excluded.	✓ 25% off	✓ 15% off	✓ 10% off
Software Updates	Fixes or corrections for software bugs to enable the software to perform in accordance with the specifications of the software at the time of the shipping of the system to the customer. Any new clinical parameters or new features excluded.	✓ Installation Included	✓ Installation Included	✓
On-Site Training	Guarantees 75% of the maintenance independently	N/A	N/A	✓

✓ Standard features * Optional N/A Not available

For more information or a quote, contact your Hologic Account Executive or Service Sales Manager at ServiceSales@hologic.com or 877-371-4372.



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