



SERVICE SOLUTIONS

# WHY FULL SERVICE CONTRACT?

**WE TAKE CARE** OF YOUR EQUIPMENT  
SO YOU CAN **BE PRODUCTIVE!**



**ASP** FULL MAINTENANCE SERVICE  
**Full Peace of Mind**

# Who is Responsible for Maintenance?

## HEALTHCARE FACILITIES ARE RESPONSIBLE FOR MAINTAINING



Inspecting, and testing all medical equipment critical to patient care.<sup>1</sup>

## MAINTENANCE SPECIFIED BY MANUFACTURER IS THE BEST PRACTICE



Established by quality, standards, and government organizations.<sup>1</sup>

## MAINTENANCE PERFORMED BY MANUFACTURER AUTHORIZED ENGINEERS



is the only way to ensure full compliance with recommended maintenance procedures.



# Don't worry, we can help!

WITH **FULL MAINTENANCE SERVICE**  
FROM **ASP SERVICE SOLUTIONS** YOU GET:



## Safety

**STAFF AND PATIENTS** > ensure equipment is always safe for users operations and processed devices are safe to use on patients.

**COMPLIANCE** > we strictly follow all manufacturer service procedures to ensure your equipment is operating as per specifications.



## Efficient

**PERFORMANCE** > have your equipment performing all the time like new.

**PRODUCTIVITY** > stay productive with an equipment always available.



## Time

**SAVE TIME** > with increased uptime, you save on finding alternative solutions and have your system repaired on the first visit (no more waiting for cost estimate approval).

**AVOID ADMIN WORK** > no more cost estimates, approvals, purchase orders and paperwork associated with service requests.



## Costs

**EXTEND EQUIPMENT LIFE** > your equipment will be maintained as new and will last longer.<sup>2</sup>

**PLAN COSTS** > no more surprise costs throughout the year.

## Full coverage for Complete Peace of Mind

WE TAKE CARE OF YOUR EQUIPMENT SO YOU CAN  
BE PRODUCTIVE



# Planned Maintenance

WE TAKE CARE OF ALL THE EXPECTED WEAR AND TEAR AT PRE-DETERMINED INTERVALS: **CLEAN**, **INSPECT**, **REPLACE**, **CALIBRATE** AND **TEST**.<sup>3</sup>



## ASP SYSTEM

MAINTENANCE LEVEL

PERIODICITY

STERRAD™ NX



PM1

12m/1300 cycles<sup>4</sup>

STERRAD™ 100NX



PM1

6m/1500 cycles<sup>4</sup>

PM2

12m/3000 cycles<sup>4</sup>

CLEAN CHAMBER AND DOOR(S)	YES	YES	YES
CLEAN H2O2 MONITOR LENS	YES	YES	YES
CLEAN INTERIOR AND EXTERIOR	YES	YES	YES
CLEAN THERMAL PRINTER HEAD	YES	NO	YES
CLEAN/REPLACE AIR FILTER	YES	YES	YES
INSPECT SEISMIC RESTRAINTS	NA	YES	YES
INSPECT/REPLACE SHELVES	YES	YES	YES
INSPECT/REPLACE CASSETTE COLLECTION BOX	YES	YES	YES
REPLACE CATALYTIC CONVERTER	YES	YES	YES
REPLACE CHAMBER PLASTICS	YES	YES	YES
REPLACE DELIVERY TUBES	YES	NA	NA
REPLACE DELIVERY VALVE	YES	NO	YES
REPLACE DELIVERY VALVE AIR FILTER	YES	NO	YES
REPLACE DELIVERY VALVE NEEDLES	YES <sup>6</sup>	NO	YES
REPLACE DOOR SEAL O-RING	YES	NO	YES
REPLACE H2O2 MONITOR LENSES	YES	NO	YES
REPLACE H2O2 MONITOR UV LAMP	YES	NO	YES
REPLACE INLET AND TRANSITION VALVES	YES	YES	YES
REPLACE OIL MIST FILTER	YES	YES	YES
REPLACE OIL RETURN TUBING	YES	YES	YES
REPLACE PRINTER RIBBON/PAPER**	YES	YES	YES
REPLACE THERMISTORS	YES	NO	YES
REPLACE VACUUM PUMP OIL	YES	YES	YES
REPLACE VENT VALVE HEPA FILTER	YES	NO	YES
ADJUST DATE AND TIME	YES	YES	YES
ADJUST DOOR(S) ALIGNMENT AND OPERATION	YES	YES	YES
CALIBRATE BARATRONS	YES	NO	YES
CALIBRATE H2O2 MONITOR	YES	NO	YES
CALIBRATE POWER SUPPLY VOLTAGES	YES	YES	YES
CALIBRATE TEMPERATURES	YES	NO	YES
PERFORM LEAK BACK TEST	YES	YES	YES
RUN EMPTY CHAMBER CYCLE	YES	YES	YES
TEST PLASMA POWER DELIVERY	YES	NO	YES



## What else is included?

ON EVERY MAINTENANCE – ALL THE SUPPORT, PARTS, UPDATES, PROFESSIONALISM AND KNOWLEDGE YOU NEED



PHONE SUPPORT	DIRECT ACCESS TO THE ENGINEER THAT MAINTAINS YOUR SYSTEM
SERVICE VISITS	INCLUDING TRAVEL AND LABOR
PARTS REPLACEMENT	ALL SPARE PARTS ARE SOURCED AND CERTIFIED BY ASP
PRODUCT IMPROVEMENTS	HARDWARE, FIRMWARE, SOFTWARE AND OTHER PRODUCT IMPROVEMENTS (FEATURE UPGRADES MAY NOT BE INCLUDED)
PROFESSIONAL ENGINEERS	FULLY TRAINED, CERTIFIED AND RE-CERTIFIED EVERY 2 YEARS
USE OF SPECIAL SERVICE TOOLS	DEVELOPED SPECIFICALLY FOR ASP SYSTEMS AND REGULARLY CALIBRATED
DETAILED SERVICE REPORT	ON SITE FOR EVERY VISIT, FULL HISTORY AVAILABLE ON REQUEST
COMPREHENSIVE KNOWLEDGEBASE	WE SERVICE USING EXTENSIVE INFORMATION INCLUDING GUIDES, FORMS, PARTS, SCHEMATICS AND TECHNICAL BULLETINS CONTINUOUSLY UPDATED BY ASP R&D DEPARTMENT
ASP TECHNICAL EXPERTISE AND PROFESSIONAL CONSULTANCY	TO CLARIFY ALL YOUR QUESTIONS AND SUPPORT YOUR DECISIONS

## PREVENTIVE MAINTENANCE

GETTING SYSTEM BACK TO OPERATION IS NOT ENOUGH!

DEEP INSPECTION	WE PROACTIVELY AND THOUGHTFULLY INSPECT ALL SYSTEM COMPONENTS AND REPLACE ANY PARTS THAT WE ANTICIPATE WILL BRAKE SOON EVEN IF NOT PART OF THE PLANNED MAINTENANCE
REVIEW SYSTEM HISTORY	WE VERIFY SYSTEM HISTORY AND DISCUSS WITH YOUR STAFF TO UNDERSTAND AND RESOLVE ANY RECURRING ISSUES
WE USE ADA	VIA EXTENSIVE CYCLES DATA ANALYTICS, DETECTS TRENDS AND PINPOINTS SYMPTOMS FOR SOME OF THE MOST IMPORTANT COMPONENTS, SUPPORTING THE ENGINEER ON TROUBLESHOOTING CURRENT PROBLEMS (UNPREDICTABLE) AND ANTICIPATING PROBLEMS THAT MAY HAPPEN SOON (PREDICTABLE)

## CORRECTIVE MAINTENANCE

WE WILL BE THERE TO PROMPTLY RESOLVE!

REPAIR	FOR THE UNLIKELY EVENT THAT YOUR EQUIPMENT STOPS WORKING AS EXPECTED, WE WILL GET IT BACK TO OPERATION AS PER ORIGINAL SPECIFICATIONS
FAST	OUR COMMITMENT IS TO RESOLVE YOUR TECHNICAL ISSUES AS QUICKLY AS POSSIBLE, ENSURING MAXIMUM UNINTERRUPTED PERFORMANCE MINIMIZING IMPACT ON YOUR DAILY OPERATIONS
PRIORITY	CUSTOMERS WITH FULL MAINTENANCE SERVICE CONTRACT WILL HAVE PRIORITY ON PHONE SUPPORT AND ENGINEER DISPATCH

## What's not included?

ANY ADDITIONAL SERVICE REQUIRED IN THE EVENT OF:

- UNAUTHORIZED REPAIRS OR USE OF UNAUTHORIZED SPARE PARTS
- ANY MISUSE OR ABUSE OF THE EQUIPMENT
- DAMAGES CAUSED BY EXTERNAL FACTORS (INCLUDING, BUT NOT LIMITED TO, DEFECTIVE ELECTRICAL INSTALLATION OR ELECTRICAL/ATMOSPHERIC DISTURBANCES)
- RELOCATION OF THE EQUIPMENT TO A DIFFERENT LOCATION
- ADDITIONAL PERIODIC MAINTENANCE DUE TO HIGH NUMBER OF CYCLES (AS REFERRED IN PERIODICITY ON THE TABLE ABOVE)





## FULL MAINTENANCE SERVICE



Stay Safe and Efficient  
saving  
Time and Costs

[asp.com](http://asp.com)



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SCAN ME

1. According to the following organizations: European Committee for Standardization (CEN), Association for the Advancement of Medical Instruments (AAMI), Centers for Medicare/Medicaid Services (CMS), Food and Drug Administration (FDA), Association for peri-Operative Registered Nurses (AORN), International Association of Healthcare Center Service Materials Management (IAHCMM) 2. ASP Factsheet: AD-210077-01-CT\_A-MDR Superiority Factsheet Vol5 3. ASP may add/remove procedures to improve maintenance process 4. Whichever comes first 5. ADA (ASP Diagnostics Assistant) is an ASP proprietary application 6. If required

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