



# Standard service

## Respironics NICO and NICO<sub>2</sub> Monitors service agreements

Standard Service Agreements support customers who desire complete service on their Respironics NICO/ NICO<sub>2</sub> Monitors. You can be confident that your monitors will be serviced on time and the right way by product experts.

### NICO/NICO<sub>2</sub> Depot Service Agreement package

- All repair parts\*
- All repair labor
- Repair priority
- Return shipping to customer

### NICO/NICO<sub>2</sub> On-site Service Agreement package

- All repair parts\*
- All repair labor
- All repair travel
- Respi-Link™ remote diagnostics (option B) for NICO<sub>2</sub> only
- Repair priority
- Service Agreement Uptime Guarantee

\* Excludes Capnostat repairs unless a “Capnostat Included” service agreement is purchased.

Items not covered by a Depot or On-Site Service Agreement include accessories external to the NICO/ NICO<sub>2</sub> Monitor, such as, but not limited to, airway adapters, CO<sub>2</sub> flow sensors, SpO<sub>2</sub> sensors, extension cables, and brackets.

### Service Agreement Uptime Guarantee\*\*

Philips Hospital Respiratory Care Services guarantees that any Respironics NICO or NICO<sub>2</sub> Monitor will not be out of service due to a failure for more than four days per calendar year or we will extend the service agreement on that device as indicated below.

\*\* For on-site service only

Days out of service	Service agreement extension
5-6 days	1 month
7-8 days	2 months
> 8 days	1 year

Depot Service Agreements (Capnostat not included)		
Period	Part Number	Features
1 year	1040546	NICO/NICO <sub>2</sub> Depot Service Agreement package
2 years	1040548	NICO/NICO <sub>2</sub> Depot Service Agreement package
3 years	1040550	NICO/NICO <sub>2</sub> Depot Service Agreement package

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<b>Depot Service Agreements (Capnostat included)</b>		
Period	Part Number	Features
1 year	1040547	NICO/NICO <sub>2</sub> Depot Service Agreement package plus Capnostat repair
2 years	1040549	NICO/NICO <sub>2</sub> Depot Service Agreement package plus Capnostat repair
3 years	1040551	NICO/NICO <sub>2</sub> Depot Service Agreement package plus Capnostat repair

<b>On-Site Service Agreements (Capnostat not included)</b>		
Period	Part Number	Features
1 year	1043449	NICO/NICO <sub>2</sub> On-Site Service Agreement package
2 years	1043451	NICO/NICO <sub>2</sub> On-Site Service Agreement package
3 years	1043453	NICO/NICO <sub>2</sub> On-Site Service Agreement package

<b>On-Site Service Agreements (Capnostat included)</b>		
Period	Part Number	Features
1 year	1043450	NICO/NICO <sub>2</sub> On-Site Service Agreement package plus Capnostat repair
2 years	1043452	NICO/NICO <sub>2</sub> On-Site Service Agreement package plus Capnostat repair
3 years	1043454	NICO/NICO <sub>2</sub> On-Site Service Agreement package plus Capnostat repair



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Printed in the U.S.A.  
4522 962 55261 \* SEP 2009

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