

A solid feeling of

confidence

Services for Direct Radiography Solutions



Agfa assures you first-class service and keeps your DR systems in optimum shape

Choosing Agfa's DR solutions is a choice for peace of mind. Because Agfa not only provides you with state-of-the-art products but optimum service too. It's true: prevention is always better than cure. Agfa not only ensures you a good start, but also offers you peace of mind during your DR solution's entire life-cycle.

Meet the challenges

At Agfa, we understand the pressure you are under to optimize and increase productivity and throughput. And not just in your radiography department, but hospitalwide. So, we anticipate your requirements and provide you with the services you need to meet the challenges you face.

Choosing this expanded, proactive life-cycle support enables you to:

- Accurately predict your solution's life-cycle costs
- Keep your configuration continuously current
- Maintain uptime as close to 100% as possible

Create a first-class environment

Viewed from a longer-term perspective, choosing Agfa's total DR solutions helps you create a first-class working environment at your hospital. Enhancing your patients' feeling of comfort and peace of mind, too.

First-class support

And this support is an essential part of our total DR solution, because it offers you:

- Project management, including consultancy advice on room design
- Staging, shipment, and on-site installation of hardware and software
- Configuration of installed software
- Acceptance testing of installed hardware and software
- User training on the installed system

Specific skills, specific services

Agfa can also provide you with specific professional and technical services:

- Adaptation of default parameters
- RIS protocol codes configuration
- Image quality adaptations and optimization
- Interface with existing DICOM-compliant equipment
- Quality control and quality assurance
- Dose monitoring
- Workflow analysis

Empowered effectiveness

Increased system efficiency, maximised radiography assets – that's what Agfa's comprehensive services bring to you. Empowering you to be more effective, and giving you a solid feeling of confidence in your daily operations.

Your benefits at a glance

Why does Agfa provide you with this extra support? To keep you...

- **up and running:** optimum reliability thanks to inspection, maintenance, spare parts, etc.
- **up-to-date:** enhanced functionality thanks to updates, hot fixes, etc.
- **up-front:** specialized maintenance and replacement + tube/detector warranty
- **up-tempo:** remote services, ready when you need assistance

Which service package do you choose?

Agfa offers several different packages of expanded service. And we can always prepare a service package that's specially tailored to your configuration.

BASIC: "Up and running"

The Basic package contains preventive maintenance to give your department a solid operational foundation.

- Agfa replaces spare parts and allocates labour and travel time for preventive maintenance.
- We perform security inspections and electrical safety checks for your DR solution.
- Image Quality Assurance and constancy checks preserve the quality of your examinations.
- During business hours, you can fall back on technical telephone support. For customers with remote access, remote support is provided.

COMFORT: "Up-to-date"

The Comfort package adds onsite corrective maintenance and software updates to make your radiography investment future-proof.

- Agfa conducts on-site corrective maintenance and standard parts can be replaced at all times.
- Agfa guarantees a remote response time, on-site arrival time and even an extended on-site coverage time.
- When choosing remote access, Agfa provides you with software updates and hot fixes.
- You can take advantage of an online service request and call status request.

ADVANCED: "Up-front"

The specialized maintenance and tube and detector warranties included in the Advanced package support your department off-site and on-site – detecting potential operational conflicts and ongoing issues and facilitating your growth planning. All the ingredients for total peace of mind.

- On top of the on-site corrective maintenance and the replacement of standard parts, Agfa also replaces special components, including tubes & detectors.
- Agfa guarantees the best possible uptime for your DR solution.



"DR systems are very demanding. So we need a company that can provide a high level of professional services – such as Agfa. I've been working with them for 25 years now, and whenever I've had an issue with DR I've felt fully confident: Agfa has a high-performance Service Team. Throughout all these years, they've met my Quality and Service requirements. That's why I rely on Agfa."

Dr. Julio Rodriguez, Radiology Service Chief,
Hospital Lucas Augusti, Lugo, Spain

Special contracts for maximum service

Agfa offers two special contracts to create a maximum DR Service package:

- Tube warranty extension: during the warranty period, the full refund is provided.
- Detector warranty extension: the detector warranty can be extended from 1 year to maximum 5 years.

When you choose the Advanced package, these special contracts are already included.

Don't get taken by surprise

Accidents can happen. That's why Agfa offers the add-on DR Detector Care Program for portable detectors. In addition to the standard warranties and service maintenance agreements, this program includes accidental drops, bashes, hits, etc. for maximum 5 years (including the warranty period).

The DR Detector Care Program is an add-on to an Advanced or Comfort package or a portable DR detector warranty extension and is offered at point-of-sale or maximum 2 years after original sale. There is a minimal invoice for first damage occurrence, and a discount on list price for subsequent occurrences.



Remote services

Whatever service package you choose, Agfa is ready to provide you with urgent assistance. Our remote services always keep you up-tempo.

For more information on Agfa, please visit our website on www.agfa.com ■

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