



Highlights

- Improve asset management and extend asset life cycle
- Simple upkeep optimizes cart performance
- Improve workflow and patient care
- Reduce maintenance costs
- Safeguard operational efficiencies and maintain uptime
- Resolve potential problems in a timely manner
- Free up valuable resources to focus on your business
- Maximize cart life and achieve optimum cart conditioning, reducing total cost of ownership

Ergotron®

Service Program



Site Readiness, StyleView Carts

Improve workflow and optimize power system performance. Let the experts provide in-depth training for your bio-med, IT and clinical staff to prevent undue wear and tear of carts. Staff will learn how to properly use, adjust and maintain carts, improving asset management and potentially eliminating user dissatisfaction and costly downtime.

Integration, StyleView Carts

Save time and money by allowing the experts to configure your StyleView® carts, or choice Neo-Flex carts and StyleView wall mount products. A network of Ergotron contracted, trained and certified professionals will ensure your integration is done "right the first time." Free your resources to focus on your business, safeguarding your operational efficiencies. All hardware and cabling will be set up to make your deployment seamless and successful.

Preventive Maintenance, One Visit and 3-Year, StyleView Carts

Benefit from a network of certified service professionals who can help maximize your point-of-care computing investments and maintain your operational efficiencies. Ergotron's preventive maintenance service offers you a comprehensive evaluation of your StyleView Cart inventory, including a 34-point cart inspection and a nine-point power system inspection. A detailed service report on all evaluated carts will be provided following inspection. As an added benefit of the three-year package, you will be given proactive notification of your next service visit.

Integration & Preventive Maintenance, 3 Year, StyleView Carts

Maintain your operational efficiencies with Ergotron's service package. The bundle combines the benefits of cart integration with preventive maintenance to maximize your cart deployment. Service includes three visits and a comprehensive evaluation of your StyleView Cart inventory, including a 34-point cart inspection and a nine-point power system inspection.

Site Readiness, StyleView Carts

SRVCE-SR-01

- One-day visit per facility
- Training for facilities, bio-med and IT personnel on installation, function of carts and set-up/use of StyleLink software
- Training for clinical staff on cart use and adjustment, StyleLink software and troubleshooting
- Available for work in conjunction with integration crew if desired
- Assurance that delivery and install plans are site appropriate and able to be implemented by employees
- Recommendations for proper storage and charging locations for cart inventory
- Follow up: contact to ensure satisfaction after completion of training

Integration, StyleView Carts

SRVCE-CINP-01A non-powered 10–99

SRVCE-CINP-01B non-powered 100+

SRVCE-CIP-01A powered 10–99

SRVCE-CIP-01B powered 100+

- Preventive maintenance check
- Set-up and configure carts
- Tailor configurations to user's specific hardware
- Unpack carts, monitors, CPUs, laptops, keyboards, mice, etc.
- Prepare carts for hardware installation
- Install hardware (carts, monitors, CPUs, laptops, keyboards, mice, etc.)
- Adjust all cart movements (counterbalance per weight of hardware)
- Route and organize cabling
- Install StyleLink software
- Follow up: contact to ensure satisfaction after completion of integration

Preventive Maintenance, 3 Year, StyleView Carts

10 cart minimum

SRVCE-PMNP-03 non-powered

SRVCE-PMP-03 powered

- Requires separate purchase of Cart Integration service. Purchase of three-year program required within one year of integration service. Initial maintenance visit occurs approximately 12 months after integration
- One on-site visit per year over three consecutive years
 - Detailed inspection of entire cart—upper cart, lower cart and power system—including adjustment of all counterbalance mechanisms. Replacement up to \$50 USD equivalent of broken or worn parts over a three-year period (for three-year service only)
 - Preventive maintenance checklist used to evaluate entire cart
 - Service report on all carts evaluated at completion of the maintenance visit, which documents service on each cart for your asset management
 - Follow up: contact to ensure satisfaction after completion of each visit
 - Three-year service includes proactive notification regarding next service visit

Preventive Maintenance, One Visit, StyleView Carts

10 cart minimum

SRVCE-PMPNO-01

- Detailed inspection of entire cart—upper cart, lower cart and power system—including adjustment of all counterbalance mechanisms.
- Preventive maintenance checklist used to evaluate entire cart
- Service report on all carts evaluated at completion of the maintenance visit, which documents service on each cart for your asset management
- Follow up: contact to ensure satisfaction after completion of visit

Integration & Preventive Maintenance, 3 Year, StyleView Carts

SRVCE-ANP-03A non-powered 10–99

SRVCE-ANP-03B non-powered 100+

SRVCE-AP-03A powered 10–99

SRVCE-AP-03B powered 100+

- Preventive maintenance check
- Set-up and configure carts
- Tailor configurations to user's specific hardware
- Unpack carts, monitors, CPUs, laptops, keyboards, mice, etc.
- Prepare carts for hardware installation
- Install hardware (carts, monitors, CPUs, laptops, keyboards, mice, etc.)
- Adjust all cart movements (counterbalance per weight of hardware)
- Route and organize cabling
- Install StyleLink software
- One on-site visit per year over three consecutive years
- Detailed inspection of entire cart—upper cart, lower cart and power system—including adjustment of all counterbalance mechanisms. Replacement up to \$50 of broken or worn parts over the three-year period
- Preventive maintenance checklist used to evaluate entire cart
- Service report on all carts evaluated at completion of each maintenance visit, which documents service on each cart for your asset management
- Proactive notification regarding next service visit
- Follow up: contact to ensure satisfaction after completion of each visit

Visit www.ergotron.com for more information on these products

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