

Elekta Care™ Service Agreements

Brachytherapy Treatment Delivery

Elekta Care™ is committed to providing the best customer care. To help you get the most from your Elekta Brachytherapy treatment delivery system over its lifetime, we offer extended coverage options beyond your system's warranty period. Our service programs are designed to help you maximize clinical availability and the use of your Brachytherapy treatment delivery system—so you can focus on your patients and your practice.

3 tiers.

Choose from our three service programs—each tailored to your clinic or department needs.

Elekta Care™ PLATINUM

Elekta Care™ GOLD

Elekta Care™ SILVER

Elekta Care Gold and Elekta Care Platinum provide progressively more inclusive coverage—for items from software upgrades and spare parts to technology refresh and education. Your Elekta sales representative or service manager can guide you to the option best suited to your center's specific needs.



Elekta Care™ PLATINUM

Optimize clinical capabilities

- Guaranteed technical specification protection
- Maximize your system's clinical capabilities
- Protect and enhance your technology investment
- Realize the greatest value for your money

The Platinum program ensures maximum clinical capabilities, performance and availability of your system through value-added benefits such as technology refresh, on-site application support, training and education services and many more.



Platinum coverage includes advanced education services for a personalized learning journey—to make sure your staff is taught to use your system to its fullest capabilities, increase efficiency and optimize use of tools.

Technology refresh

- The system is kept state-of-the-art and the hardware is protected from becoming sub-optimal or end-of-life
- Covered components include Flexitron® Afterloader TCC Desktop PC and MicroSelectron® Afterloader TCS Desktop PC

On-site application support

- On-site visit from Elekta application specialists to help maximize the system's clinical capabilities

Education services

- Annual training reviews to ensure the system is utilized to its full potential for your department's needs
- 100 Elekta Care Learning Credits per year, to use for any course provided by Elekta—explore courses at [elekta.com/elektacare](https://www.elekta.com/elektacare)
- Clinical user application support including treatment support to safeguard the clinical workflow (optional)

Brachytherapy applicators and sources

- Like-for-like replacement of selected Elekta Brachytherapy applicators (optional)
- Provision, exchange and handling of Elekta Brachytherapy sources to ensure the continued clinical availability of the system (optional)



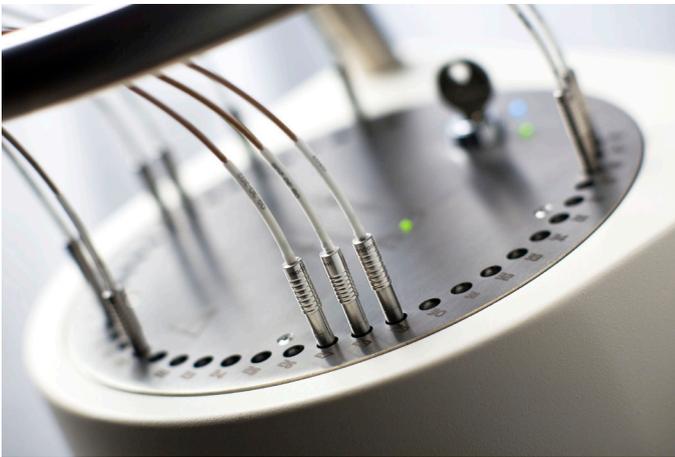
Elekta Care™ GOLD

Maximize operational excellence

- Enhance your system's operational efficiency
- Plan for predictable costs
- Safeguard clinical performance

Minimize disruptions and patient rescheduling to maximize your return on investment. Gold coverage provides comprehensive service and support, for assurance in equipment availability and performance—giving you the confidence and ability to focus on your everyday clinical practice.

- Uptime guarantee with spare part coverage
- Software upgrades
- On-site technical support by Elekta certified engineers to resolve urgent technical issues



Elekta Care™ SILVER

Ensure reliability and efficiency

- Maintain your system's reliability
- Protect your investment
- Planned on-site routine maintenance carried out by Elekta certified engineers
- Technical and application support teams to answer questions and respond to your support needs
- Management service reviews for continuous improvements in patient throughput, workflow and clinical effectiveness

Access Elekta's online customer portal, Elekta Care™ Community, for product libraries, self-service, case management and much more. community.elekta.com

Global support across our portfolio

Elekta Care™

Elekta Care supports you from startup through your product's lifecycle with comprehensive options from education, training and upgrades to solutions allowing you the highest uptime and improved operational efficiency.



Explore Elekta Care.

From prompt, personalized service and support to innovative learning programs and customized consulting services, it's all part of our forward-thinking commitment to you.

We'll help you find the best coverage for your specific needs, so you can make the most of your technology investment throughout the lifecycle of your brachytherapy treatment delivery system. Visit elekta.com/elektacare to contact your local Elekta Care representative.



165

remote support specialists



650

field service engineers

✓ 2/3

software issues resolved the same day



Helping clinicians improve patients' lives.