

Care Protection

Warranty / Support / Services



CarePROTECTION



Warranty



Support



Services

HOWARDTM
MEDICAL

Redefining
Medical Technology



Medical Cart Warranty

UPGRADED LIMITED WARRANTY

3-Year Mechanical 3-Year Electrical
3-Year Battery Defect *
3-Year Battery Performance*

What you can expect

Howard Medical carts are manufactured in compliance with the highest industry standards for extreme durability and maximum reliability. Each cart is inspected and tested individually to ensure the superior performance required by healthcare professionals.

The high-quality construction of your new cart, backed by Howard Medical's top-rated, comprehensive warranty and world-class support team, gives you every reason to expect optimal cart performance now, and for many years to come.

The COMPLETE WARRANTY STATEMENT is available on the product resource disc or may be obtained by contacting Howard Medical support at 888.323.3151.

Ref# 07SRV10-3333-01

What is covered

Howard Medical, a division of Howard Industries, Inc., warrants its medical carts to be **free of defects in material and workmanship** for a defined period of time from the ship date.

- Mechanical Parts [3-years]
- Electrical Parts [3-years]
- Lithium Phosphate battery [3-years]
- Hot Swappable Lithium Battery [2-years]
- SLA battery [1-year]

Howard Medical warrants its cart batteries **based on performance (60% of original capacity)** for a defined period of time from the ship date.

- Lithium Phosphate battery [3-years]
- SLA battery [60-days]

NOTE:

1. This Limited Warranty is standard on all Howard Medical carts and Med-Hubs.
2. Computers and computer peripherals are not included under this warranty.
3. The Howard Medical Warranty does not cover damage, defects, or operational malfunction of the product due to or caused by abuse, accident, misuse, negligence, physical damage, Act of God, failure to follow proper instructions and guidelines, unauthorized service or repair, damage from electrical power problems, shipping damage, failure to perform preventive maintenance, damage from computer and computer peripherals, and product modification.
4. Howard Medical Technical Support may request the customer to provide reasonable assistance during diagnosis.
5. Howard Medical will provide a return shipping label for replacement parts.

Support Process

If during the warranty period the Howard Medical product proves to be defective under normal use, Howard Medical will work with the customer to resolve the issue utilizing our 4-step Customer Satisfaction Experience as outlined below:

- A. Phone support (888-323-3151) 24/7 (excluding holidays)
 - US Based, English speaking
 - Tiered phone support escalated to engineering

If Engineering cannot resolve the perceived issue, Howard Medical will, at its sole discretion, resolve the issue with one or a combination of the following actions:

- B. Replacement Part
 - Expedited Shipments
 - OEM Parts
- C. Replacement Core Cart (when necessary)
- D. On-site support provided by Howard Technical Specialists (when necessary)



*applies to PowerMax 150 Lithium Battery Only



Medical Cart Warranty

UPGRADED LIMITED WARRANTY*

5-Year Mechanical 5-Year Electrical
5-Year Battery Defect *
3-Year Battery Performance*

What you can expect

Howard Medical carts are manufactured in compliance with the highest industry standards for extreme durability and maximum reliability. Each cart is inspected and tested individually to ensure the superior performance required by healthcare professionals.

The high-quality construction of your new cart, backed by Howard Medical's top-rated, comprehensive warranty and world-class support team, gives you every reason to expect optimal cart performance now, and for many years to come.

The COMPLETE WARRANTY STATEMENT is available on the product resource disc or may be obtained by contacting Howard Medical support at 888.323.3151.

Ref# 07SRV10-5553-00

What is covered

Howard Medical, a division of Howard Industries, Inc., warrants its medical carts to be **free of defects in material and workmanship** for a defined period of time from the ship date.

- Mechanical Parts [5-years]
- Electrical Parts [5-years]
- Lithium Phosphate battery [5-years]

Howard Medical warrants its PowerMax Lithium Batteries will maintain 60% of its original capacity for 3-years.

NOTE:

1. Computers and computer peripherals are not included under this warranty.
2. The Howard Medical Warranty does not cover the HC350/HC120, damage, defects, or operational malfunction of the product due to or caused by abuse, accident, misuse, negligence, physical damage, Act of God, failure to follow proper instructions and guidelines, unauthorized service or repair, damage from electrical power problems, shipping damage, failure to perform preventive maintenance, damage from computer and computer peripherals, and product modification.
3. Howard Medical Technical Support may request the customer to provide reasonable assistance during diagnosis.
4. Howard Medical Technical Support will provide a return shipping label for purposes of returning the faulty parts.

Support Process

If during the warranty period the Howard Medical product proves to be defective under normal use, Howard Medical will work with the customer to resolve the issue utilizing our 4-step Customer Satisfaction Experience as outlined below:

A. Phone support (888-323-3151) 24/7 (excluding holidays)

- US Based, English speaking
- Tiered phone support escalated to engineering

If Engineering cannot resolve the perceived issue, Howard Medical will, at it's sole discretion, resolve the issue with one or a combination of the following actions:

B. Replacement Part

- Expedited Shipments
- OEM Parts

C. Replacement Core Cart (when necessary)

D. On-site support provided by Howard Technical Specialists (when necessary)



*applies to PowerMax 150 Lithium Battery only



The Howard Medical Professional Services Team is an industry-leading service provider, with technical specialists nationwide and a successful history of serving clients for more than a decade. In the world of healthcare, the demand for excellence in service is a constant challenge. Howard Medical is ready to assist you in meeting that challenge and exceeding industry requirements. With a strong understanding of real-world customer concerns and approximately 4500 employees, Howard Medical has the resources to provide a solution that is just right for you. Whether your project is large or small, a single site or across multiple facilities, let our experience work for you!

IN-FACTORY INTEGRATION

Howard Medical's vast knowledge of cart integrations is the result of many years of experience working hand-in-hand with medical facilities across the world. Our US-based, in-factory integration service will guarantee that your medical carts are integrated utilizing the latest techniques, and best practices available. All of this takes place prior to shipment of your medical carts, greatly reducing time and deployment costs for the customer.

Services include:

- Integration of computing devices, peripherals, and Howard Medical purchased accessories
- Performance testing of integrated equipment and carts prior to shipping
- Each cart, including all peripherals, will arrive on-site in a single package
- Ensures minimal time between setup and go-live



ON-SITE SETUP AND INTEGRATION

If time or scheduled deliveries of peripherals doesn't coincide with taking advantage of our in-factory integration, not a problem. Selecting on-site setup and integration service will ensure that Howard Medical arrives on-site with the tools and the skill set required to setup and integrate all of your carts. This process will include services such as:

- Howard Medical makes the integration and installation process simple
- Unpacking the carts
- Disposal of waste materials
- Integration of computing devices, peripherals, and Howard Medical purchased accessories
- Performance testing of integrated equipment and carts
- Project status reporting



TRAINING SOLUTIONS

With the implementation of new devices comes new questions. Let Howard Medical's Product Specialists train your user and technical communities to eliminate the learning curve. This will arm your staff with the knowledge necessary to get optimal use from the many features and functions found on our industry leading carts. This service was designed to eliminate the ramp up time that typically accompanies a new device install. These training sessions can also be selected well after cart deployments aimed at refreshing your staff or training a staff that has experienced high turnover or heavy growth.

- In-Service Training
- Technical Cart Training
- Technical Integration & Setup Training
- Consultation



PREVENTATIVE MAINTENANCE



As with any equipment consisting of moving parts, medical carts also require proper preventative maintenance. This is especially true for equipment that is used around the clock day in and day out. That is exactly why Howard Medical has developed a preventative maintenance (PM) program to offer our customers. This PM will provide you with the peace of mind in knowing each cart that Howard Medical surveys will be checked thoroughly and any needed issues covered under the

cart's existing warranty will be addressed quickly and accurately by a factory trained Howard Medical Technical Specialist. This service will include an extensive checklist of all Howard Medical electrical and mechanical systems on the carts and the repair of those systems that are under warranty. Howard Medical will also run a complete check of all Howard Medical related software to ensure everything is operating smoothly. Consider it more of a "Predictive Maintenance" option as we skillfully work our way through each cart accessing the various components and replacing any parts or pieces that pose an identifiable risk of failure. This is a great way to help ensure the maximum available uptime for the end users as well as having the entire fleet's external surfaces cleaned and disinfected from top to bottom.

- | | |
|---|------------------------------|
| • Extensive checklist of all electrical and mechanical systems on your Howard Medical carts | • Decreased support costs |
| • Power system filter replacement | • Increased available uptime |
| • Complete check of Howard Medical software | • Complete disinfection |
| • "Predictive maintenance" | • Fleet status reporting |
| | • Protect your investment |



PREMIER ON-SITE MOBILE FLEET SUPPORT

The healthcare industry is seeing a shift in responsibilities as it pertains to medical device management. Many facilities are making the decision to shift the device responsibilities away from their already overwhelmed biomed and IT staffs to the device specialists. That is what we had in mind when we developed our Service Level Agreement (SLA) options. With this dedicated service selection, you will receive Howard Medical's industry leading cart cleaning, preventative maintenance, and on-site break/fix services. In addition, we will also provide you with fleet repair and status reports which will allow you to measure our efforts and gain the latest pulse of your point of care fleet. If during the life of your carts, Howard Medical offers any cart software upgrades, part recalls, or issues technical bulletins which require modifications to your fleet, your Howard Medical Mobile Product Specialist will see to it that the changes are completed quickly and accurately. All responsibilities as it pertains to your Howard Medical cart fleet will fall upon the experienced shoulders of Howard Medical's services



team. This service is the best way to ensure that your available uptime is increased while your existing fleet downtime is continually decreased. Increased available uptime quickly leads to user satisfaction which shows itself in a more efficient workplace. Satisfied users will result in staff retention among your most experienced healthcare providers.

Howard Medical's SLA services will also allow your current biomed and/or IT staff to focus on all of the demands that accompany your EHR initiatives as you progress into the next phases. This rapid response service gives you the peace of mind that comes from knowing that your medical cart worries and frustrations have been solved. Simply put, this is an investment into the future of your project. After all, you may be potentially adding many new pieces of equipment on-site and no new staff to take care of them. What an SLA does is provide a medical entity the reassurance of knowing that there will be minimal downtime associated with the carts and at the same time, comfort in knowing that if a cart ever does require repairs, it will be done as quickly and as thoroughly as possible by a factory trained Howard Medical Mobile Product Specialist. A Howard Medical Mobile Product Specialist (MPS) will be dedicated exclusively to the medical facility to provide optional Next Business Day remedial maintenance. The MPS will keep a daily log of maintenance tickets for medical facility review. Howard Medical will provide the MPS with a van equipped and continually stocked with a mobile inventory of parts. With the utilization of our streamline PSRM (Power System Remote Monitoring) software, the MPS can quickly and accurately target any batteries or power systems which are not delivering optimal performance.

- Premier "All-Inclusive" Service
- Cart Cleaning/Disinfection
- Continuous Preventative Maintenance
- On-Site Break/Fix
- Continuous rolling inventory
- Fleet Status Reports
- Software Upgrades
- Service Bulletins
- PSRM Targeted Power System Maintenance
- Maximize Available Uptime
- Unmatched User Satisfaction



PREMIER ON-SITE FLEET SUPPORT

- Premier “All-Inclusive” Service
- Cart Cleaning/Disinfection
- Continuous Preventative Maintenance
- On-Site Break/Fix
- Fleet Status Reports
- Software Upgrades
- Service Bulletins
- PSRM Targeted Battery Maintenance
- Maximize Available Uptime
- Unmatched User Satisfaction



OTHER SERVICE OFFERINGS

- Battery Replacement Programs
- Arm/Wall Mount installations
- On-site Repair Service
- Equipment Cleaning with Disinfectants
- Removal/Recycling of Old Equipment
- Network Consultant



CONTACT US

If you have any questions about our line of Howard Medical point-of-care carts or technology partner products, feel free to contact us for more information.

General Information

Toll free: 1.877.856.6441

Web

howard-medical.com

Live chat available M-F, 8-5 CST

Customer Support

Toll free: 1.888.323.3151

Social Media



facebook.com/howardmedical



twitter.com/howardmedicalcarts



linkedin.com/company/howard-medical



youtube.com/howardmedicalcarts



pinterest.com/howardmedical



gplus.to/howardmedical



instagram.com/howardmedical

Technical Support

We provide FREE telephone technical support 24/7, 365 days a year for as long as you own your Howard product. Our friendly, US-based team of experts will answer your questions about the product, hardware setup, or installation, and with telephone hold times of typically less than 1 minute!

For technical support call **888.323.3151** or visit us on the web at **www.howard-medical.com**.

HOWARDTM

MEDICAL

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