



CARE PROTECTION

warranty/support/services



WARRANTY/SUPPORT



HOWARD MEDICAL CART STANDARD 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.

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 Iron Phosphate battery [3-years] - Defect
- Lithium Iron Phosphate battery [3-years] - Performance

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

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 purposes of returning the faulty part.

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 needed

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 (when necessary)

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-XX



HOWARD MEDICAL CART UPGRADED LIMITED WARRANTY

5-Year Mechanical
5-Year Electrical
5-Year Battery Defect
5-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.

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 Iron Phosphate battery [5-years] - Defect
- Lithium Iron Phosphate battery [5-years] - Performance
- Howard Medical warrants its cart batteries based on performance (50% of original capacity) for a period of 5-years from the ship date.

NOTE:

1. Computers and computer peripherals are not included under this warranty.
2. 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.
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 part.

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 Shipment
- OEM Parts

C. Replacement Core Cart (when necessary)

D. On-site support (when necessary)

*This Limited Warranty Upgrade is not available for the HI-Pinnacle, HI-Med, Med-Hub, or Transfer Cart line of products.

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# 07SRV10-5555-XX



HOWARD MEDICAL FIXED SOLUTIONS WARRANTY

5-Year Medical Arm
3-Year Medical Cabinet



WHAT YOU CAN EXPECT

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

WHAT IS COVERED

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

- Medical Arms [5-years]
- Medical Cabinets [3-years]

NOTE:

1. Replacement parts and products are shipped via standard ground transportation.
2. Custom colors and configurations may delay shipment of replacement parts or product.
3. Computers and computer peripherals are not included under this warranty.
4. Gas spring arms are not included in this warranty.
5. 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.
6. Howard Medical Technical Support may request the customer to provide reasonable assistance during diagnosis.

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
C. Replacement Product (when necessary)
D. On-site support (when necessary)

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# 07SRV10-5030-XX



SERVICES

Laser focused on providing the unmatched service and support that our customers deserve, Howard Medical understands your most difficult hurdles associated with implementations and healthcare improvement initiatives can quickly be realized at the point of delivery. It is this understanding that has led to the development of our best-in-class service programs. The Howard Medical Professional Services Team has Technical Specialists nationwide, and has become known as the industry's premier service provider with a history of successfully serving clients for more than a decade. Let our experience work for you!

We are so committed to absolute customer satisfaction that we stand behind every professional service offering with a 90 day service guarantee.



ON-SITE SETUP AND 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 information, techniques, and methods available. All of this takes place prior to shipment of your medical carts, greatly reducing your time and deployment costs.

Services include:

- Integration of computing peripherals, mice, and accessories purchased from Howard Medical
- Performance testing of integrated equipment and carts prior to shipping
- Each cart, including all peripherals, will arrive on-site in a single package
- Carts can be unloaded easily by following a few simple instructions located on the side of the packaging

*Medical facility will assume all costs and responsibilities in having all parts purchased outside of Howard Medical but associated to setup and integrate the carts delivered to the Howard Medical manufacturing facilities at least two weeks prior to the customer's requested ship date. In-Factory Integration must be coordinated with both parties. Some plug and play assembly may be required once the carts arrive at the customer's site.



ON-SITE REPAIR ON-DEMAND OPTION

Howard Medical's CareProtection On-Demand service solution offers the perfect balance between value and price. With CareProtection On-Demand, you pay for exactly what you use and nothing more based on pre-qualified services coverage and funding. The advantage of the CareProtection On-Demand solution is that the estimates for quantities or service needs do not have to be exact. This allows you flexibility as plans and needs change through the year.



IN-FACTORY INTEGRATION*

Limited time or scheduled deliveries of peripherals may prevent you from taking full advantage of the In-Factory Integration service, but you may not have the resources required to conduct the on-site setup and integration of your new carts, arms, or cabinets. Selecting the On-Site Setup and Integration service will ensure that Howard Medical arrives on-site with the tools and the skill set required to set up and integrate all of your Howard Medical point of care equipment.

This process will include services such as:

- Unpacking the equipment
- Installation of arm/cabinet onto "preinstalled" wall channel or brackets
- Integration of computing devices, peripherals, and Howard Medical purchased accessories
- Performance testing of integrated equipment

*All parts associated with setup and integration must be onsite prior to scheduling the integration.

Wall mounted channels or brackets for arms and cabinets must be installed prior to scheduling the integration. Service requires after hours access for the Technical Team. Service requires access to a designated area for waste removal of packaging materials.



IN-SERVICE TRAINING*

With the implementation of new devices come new questions. Let Howard Medical's Field Service Engineers train your user communities. 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 learning curve that typically accompanies a new device install. These training sessions can also be selected well after deployments aimed at refreshing your staff or training a staff that has experienced high turnover or heavy growth. Howard Medical will provide a Field Service Engineer on site to train end-users on the features and functionality of your cart, wall mounted arm, and/or cabinet.

Howard Medical will also observe and answer questions on the cart, wall mounted arm, and/or cabinet after the In-Service Training concludes if applicable. This training can be selected in addition to an On-Site Setup and Integration or simply as a standalone service.

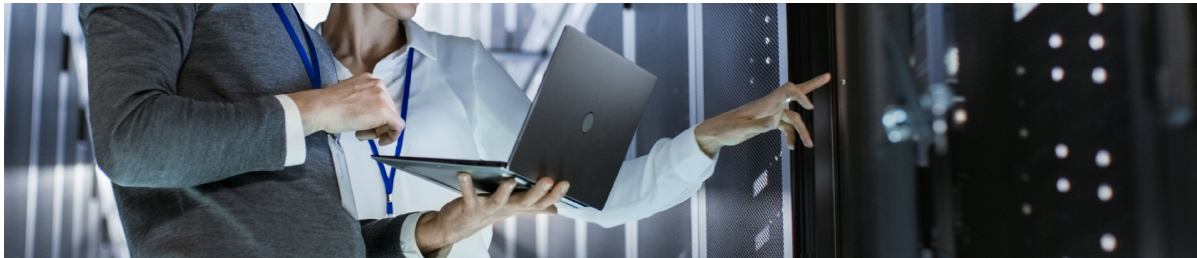
*Training session schedules will be determined prior to arrival between the customer and Howard Medical.integration. Service requires after hours access for the Technical Team. Service requires access to a designated area for waste removal of packaging materials.



TECHNICAL TRAINING*

Rather than tasking your biomed or IT management staff with determining and rolling out technical training for your fleet of medical carts, wall mounted arms, and/or cabinets, Howard Medical can provide technical end-users with the training necessary to both manage and service them appropriately. Howard Medical will provide a minimum of one (1) Field Service Engineer on-site to train technical staff on the general engineering of the cart, wall mounted arm, and/or cabinet. Basic troubleshooting, medical facility and Howard Medical maintenance responsibilities, as well as warranty information will also be covered during this training. Each training session will last approximately 1-2 hours and should be performed in a conference room setting when applicable. The medical facility is responsible for providing the cart to be used during the training. This service is available to a maximum of twenty (20) people per training. Pricing is based per Technical Training session.

*Training session schedules will be determined prior to arrival between the customer and Howard Medical.



TECHNICAL INTEGRATION AND SETUP TRAINING/CONSULTATION*

You may decide that it is important to your team that you are directly involved with the integration and setup of your Howard Medical devices but simply do not know where to begin. Let us train your integration team on the best methods we have learned from years of experience in the field. This will provide your team with the knowledge moving forward to quickly and effectively integrate and setup both current and future carts, wall mounted arms, and/or cabinets regardless of your implementation timeline. Howard Medical will provide a minimum of one (1) Field Service Engineer on site to train technical staff on the best practices for integration and setup of the cart, wall mounted arm, and/or cabinet. If the medical facility has all parts on site and ready for integration, the Field Service Engineer will integrate and setup a specified number of carts, wall mounted arms, and/or cabinets while the training class observes. After such time, the Field Service Engineer can observe the integration and setup as performed by the medical facility staff. The Field Service Engineer will be on site for up to eight (8) business hours to provide this training. This service is available to a maximum twenty (20) people per training. Pricing is based per Technical Integration & Setup Training session.

*Training session schedules will be determined prior to arrival between the customer and Howard Medical.integration. Service requires after hours access for the Technical Team. Service requires access to a designated area for waste removal of packaging materials.



DEPLOYMENT CONSULTATION*

Howard Medical has gained infinite knowledge planning and managing deployments in varying healthcare environments across the nation and abroad. We understand that the process begins with good communication surrounding customer needs followed up with sound planning methods considering all aspects of the project. Howard Medical is prepared to meet these needs while recommending a sound deployment strategy, regardless of the hurdles you face. Selecting this service option will ensure that a Howard Medical Product Specialist sits down with you to better understand your short term and long term goals to develop an optimized deployment strategy that positions you for success.



PREVENTATIVE MAINTENANCE

As with any equipment consisting of moving parts, medical carts, wall mounted arms, and/or cabinets, regardless of make, require proper preventative maintenance. This is especially true for equipment that is utilized around the clock day in and day out. That is exactly why Howard Medical has developed the industry's most comprehensive preventative maintenance (PM) program to offer our customers. This PM will provide you with the peace of mind in knowing each cart, wall mounted arm, and/or cabinet that Howard Medical surveys will be checked thoroughly and any needed issues covered under the existing warranty will be addressed quickly and accurately by a Howard Medical Authorized Field Service Engineer. This service will include an extensive checklist of all applicable Howard Medical electrical and mechanical systems on the carts and the repair of those systems that are under warranty. The Field Service Engineer will also run a complete check of any 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, wall mounted arm, and/or cabinet 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 your ROI and available uptime for the end users as well as having all external equipment surfaces cleaned from top to bottom with approved disinfectants.

- Extensive checklist of all electrical and mechanical systems on your Howard Medical carts
- Power system filter replacement
- Complete check of Howard Medical software
- "Predictive maintenance"
- Decreased support costs
- Increased available uptime
- Cleaning with approved disinfectants
- Fleet status reporting
- Investment protection



MOBILE PRODUCT SPECIALIST SLA (MPS)*

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 exactly what we had in mind when we developed our Service Level Agreement (SLA) options. With this comprehensive service selection, you will receive Howard Medical's industry leading preventative maintenance, equipment cleaning with approved disinfectants, 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 equipment. ALL responsibility as it pertains to your Howard Medical carts, wall mounted arms, and/or cabinets 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. This is a win-win situation for your medical facility and allows your users to focus on what matters most of all, patient care. 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 equipment 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. 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.

*All costs associated with insurances and vehicles will be covered by Howard Medical.



OTHER AVAILABLE SERVICES*

- Battery Replacement Programs
- White Glove Delivery/Trash Removal
- Product Recycling/Removal
- Technology Installation
- Annual Fleet Audit
- Equipment Cleaning with Disinfectants



CONNECT WITH US



General Information
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Customer & Technical Support
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