



# Top performance

Customer Services Lifecycle Solutions for your Philips systems

**PHILIPS**

# Philips Lifecycle Solutions

Your Philips imaging systems are engineered for years of excellent quality and reliable service. Over that extensive lifecycle, you may want to assess, enhance or optimize your systems to ensure essential care for your patients.



Philips Lifecycle Solutions makes it easy to select the services you need, as you need them, all delivered through one trusted source, your local Philips field service engineer. For example:

- Upgrade software or add a new clinical application to keep your system at the leading edge of technology and performance
- Assess your imaging systems to determine if you are within operating specifications for peak performance
- Conduct a power assessment to assure optimum operational levels
- Avoid service disruption with replacement glassware
- Arrange additional training for new staff
- Order your Philips accessories, from mats to mattresses

Not sure which service can help improve the performance of your system? Just ask your Philips service engineer or call the Customer Care Service Center.

Philips Lifecycle Solutions are available for customers with or without an active service agreement. Every Lifecycle Solutions service is managed or delivered by your Philips service engineer and uses the same quality parts that you rely on in your Philips equipment.

“Not only are the disruptions of surgical procedures, treatments and diagnoses inconvenient and costly—they can increase the risk and liability of a facility and can be life-threatening to the patient.”

*Solving Power Quality and EMC problems in the Healthcare Industry,*  
The Electric Power Research Institute.



### Accessories

Our goal is to make it as convenient as possible to order quality accessories for your Philips systems. You can place your orders through your Philips service engineer, who will also deliver and install your accessories. Replace old and worn mattresses and table pads, cushions, wedge sets, arm rests, patient fixation straps, anti-fatigue floor mats, radiation shields, printers, injectors, coil cabinets, intercoms, patient observation cameras, and much more. You can also visit the Philips Online Store at [www.medical.philips.com](http://www.medical.philips.com) for 24x7 ordering convenience for many of these items.

### Glassware

The Philips Glassware Solutions program is a cost-effective and proactive way to minimize the risk of disruption to your imaging systems or optimize their performance. We offer a wide variety of X-ray tubes for Cardiovascular, Computed Tomography, Radiographic, Radiographic/Fluoroscopic and Surgery systems including X-ray tubes for non-Philips systems. Use the program to keep replacement glassware on hand, or expedite delivery of replacement tubes on demand.

### Power Solutions

Power quality can have an enormous effect on the performance of your system, from degraded image quality to unexplained lock-ups and even part failures. The quality of the power can vary greatly due to fluctuations in the power utility grid, seasonal changes, and changes to the electrical distribution system within your facility. With Philips Power Solutions, your Philips service engineer will perform a free evaluation of the power quality to your imaging system and recommend solutions that will bring the power back to within system specifications. The Philips Power Solutions program can also provide you with essential power elements to keep your equipment operating reliably, including:

- Surge suppressors
- Line filters
- Single-phase and three-phase power conditioners and UPS (including intelligent battery systems for the Philips UPS)
- Replacement batteries
- Specialty power solutions



### Upgrades

Philips is continually updating its systems to ensure that your institution keeps pace with the latest technology advances. The Lifecycle Solutions upgrade program lets you upgrade your system with the specific capabilities you need, including:

- Connectivity
- DICOM interface
- Imaging
- Software release levels
- New functionality to support new studies and clinical applications
- Medical grade, flat panel LCDs
- Storage and backup

### Clinical education

Clinical education is an ongoing requirement for institutions as staff and technology are continually changing. To make clinical education as convenient and effective as possible for your institution, Philips Lifecycle Solutions provides a complete curriculum of training courses, offered at your location. Training includes in-depth lectures covering basic clinical applications, Philips-specific imaging techniques, protocol optimization and scan parameters, as well as hands-on training on your own systems with on-site courses. On-site training is provided for up to four students, including flexible training to accommodate night/weekend shifts. Off-site training is available for one lead technologist.

### PEAK Performance Image Quality Assessment Service

When an imaging system falls out of specification, image quality can degrade and compromise patient care. Take advantage of a Philips PEAK Performance Image Quality Assessment Service to conduct a complete evaluation of your system's image quality, functional operation, and system performance by a Philips trained field service engineer. The PEAK assessment service includes:

- Inspection, lubrication, and necessary adjustments of mechanical subassemblies and components
- System re-calibration to factory recommended settings
- Evaluation of electrical and mechanical safety

For more information on Philips Lifecycle Solutions, call us at **888-647-4285** or visit [www.philips.com/healthcare](http://www.philips.com/healthcare)



# Proactively addressing your needs— from start to finish

You can depend on Philips Customer Services for all your support needs. Our goal is to help you simplify your operations so you can focus time and resources on the needs of your patients. That's what Philips Customer Services provides, through every season of your system ownership—from *Planning* to *Start-up*, through *Peak Usage* and *Renewal*.



**Philips Healthcare is part of  
Royal Philips Electronics**

**Interested?**

Would you like to know more about our imaginative products? Please do not hesitate to contact us.

We would be glad to hear from you.

**On the web**

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