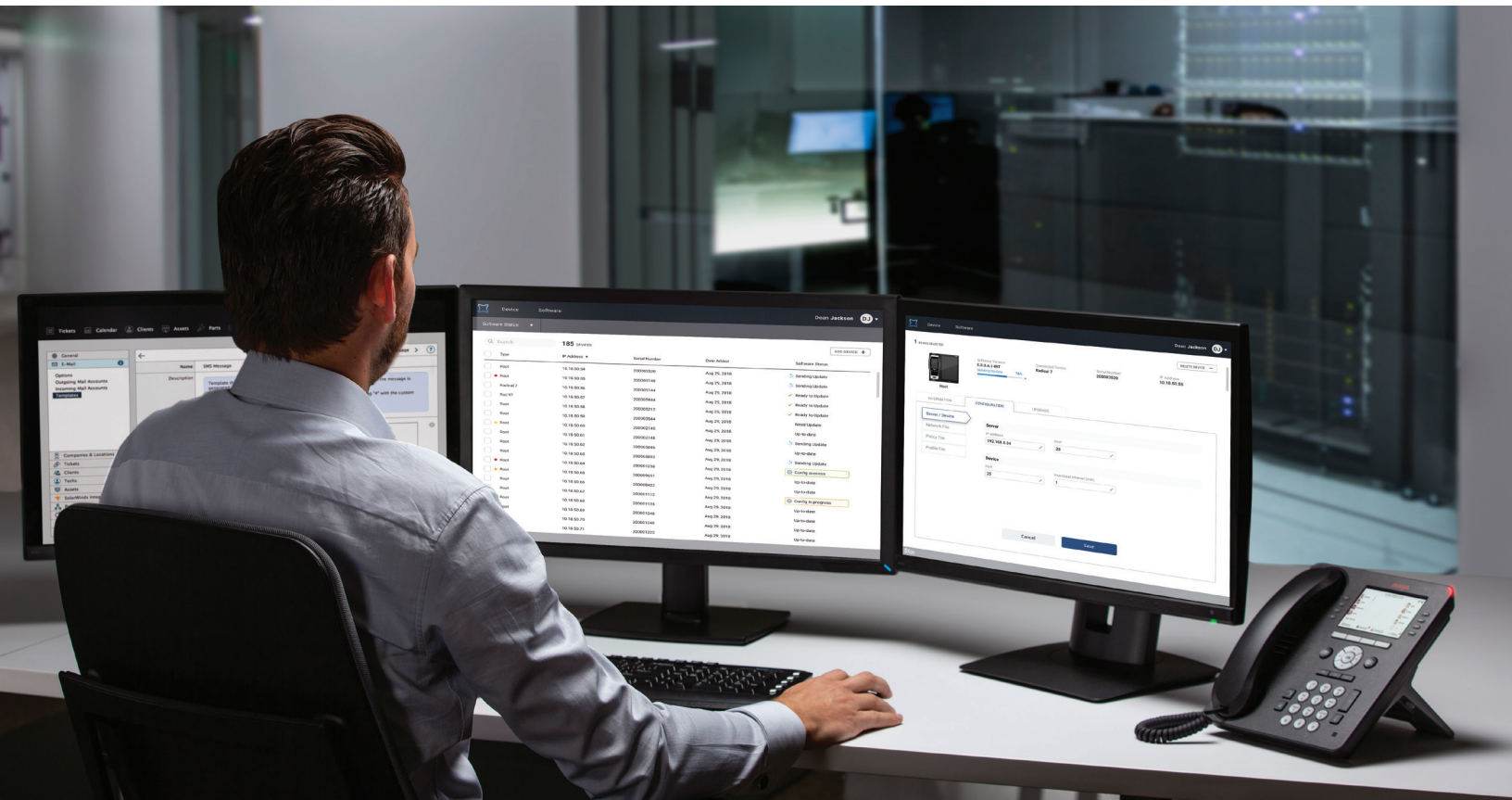


# Concierge+

Masimo's Premier Service Plan



**Concierge+** is a comprehensive service plan that supports Masimo's automation platform. Concierge+ pairs bedside device and IT systems coverage with clinical and technical support to maximize your efficiency and confidence, providing:

- > The latest features and enhancements through continual software updates
- > Peak equipment functionality through hardware warranties and service
- > Optimal deployment of systems through project management and training



## Concierge+ Features

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### Bedside Device Coverage



- Bedside device hardware warranty and repair
- Battery replacement
- Accidental damage
- Fluid intrusion
- Performance verification
- Device repair and replacement

### IT Systems Coverage



- Masimo systems hardware warranty and repair
- Masimo bedside device software updates
- Server software maintenance and updates
- Desktop software maintenance and updates
- Mobile application software maintenance and updates
- EMR interface software maintenance
- Third-party device driver maintenance
- Iris® Device Management System for Masimo bedside devices

### Clinical and Technical Support



- Phone support
- Remote VPN support
- On-site technical support
- On-site clinical training
- Installation and project management services

## Service Part Numbers

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|                          |        |
|--------------------------|--------|
| Concierge+ 3 years ..... | 114-3Y |
| Concierge+ 4 years ..... | 114-4Y |
| Concierge+ 5 years ..... | 114-5Y |

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