

NIPRO SERVICE PLANS

SURDIAL™ X



SERVICE PLANS

You choose the option, we provide the expert support

Nipro Medical Europe has earned a positive reputation in the dialysis community for providing exceptional services and response times.

If the maintenance and service of your machines are conducted in-house, there are important factors to consider: impact on personnel, time, unexpected costs, and most importantly, the continuity of treatment for your patients.

Exceeding Standards

Nipro offers three **Service Plans** to help maintain your Surdial™ X fleet so you can optimize performance and focus on patients, without worrying about time or unforeseen costs.

Like our products, Nipro service plans are focused on quality that conforms to industry standards and are carried out by skilled and knowledgeable service engineers.



Option **1** Full Service

This ultimate all-in package ensures maximum reliability by securing the highest standards on each device. Preventive Maintenance, spare parts, and on-site support are provided under one standard cost, so you can treat patients without the risk of machine failure or extra costs.

Option **2** Preventive Maintenance

Rely on a preventive maintenance inspection to ensure top operating performance of your Surdial X fleet and reduce unforeseen costs.

Option **3** Intervention

Email or call to ensure prompt service for repairs, upgrades, or maintenance. We can provide valuable assistance to your staff.

@ surdialx@nipro-europe.com

TECHNICAL SERVICE HOTLINE
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FULL SERVICE

A Full Service Agreement on your Surdial X fleet enables you to focus entirely on patient therapies thanks to comprehensive on-site service and preventive maintenance.

Nipro will respond to all your service needs under **one standard annual fee**, allowing you to budget the exact amount for maintenance and support each year.

The assurance that your equipment will be maintained to optimal standards:

- Safety check*
- Preventive Maintenance every 24 months**
- Periodic Maintenance kit every 24 months
- Spare parts
- Labor costs
- Travel costs
- Service history records of your machine fleet
- Machine traceability (e.g. due date tracking)
- Upon request: software upgrades that do not require additional hardware

*As per manufacturer's recommendation, unless local regulation requires differently.

**As per manufacturer's recommendation.



COMPLETE COVERAGE FOR YOUR EASE OF MIND

PREVENTIVE MAINTENANCE

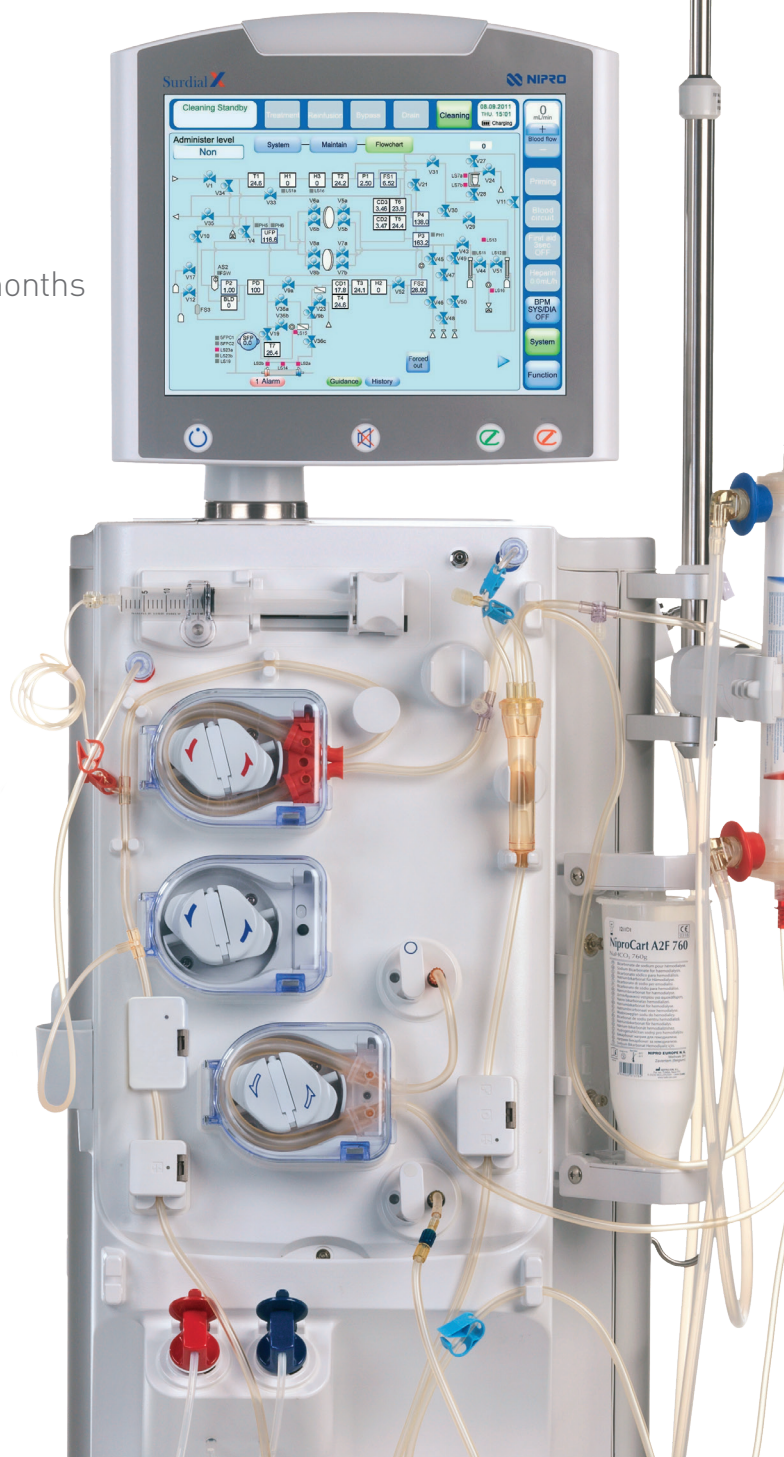
Preventive Maintenance (PM) inspections are often difficult to plan due to other responsibilities required by your technician(s). This sometimes interferes with the completion of the PM at the recommended time.

PM service completed by a skilled Nipro engineer is cost-effective and will help ensure maximum reliability of your equipment.

For an **annual fee**, you will benefit from the inspection and replacement of all relevant components.

Preventive Maintenance includes:

- Safety Check*
- Preventive Maintenance every 24 months**
- Related Periodic Maintenance kit every 24 months
- Related labor costs
- Related travel costs
- Machine traceability (e.g. due date tracking)



*As per manufacturer's recommendation, unless local regulation requires differently.

**As per manufacturer's recommendation.

LET NIPRO HANDLE YOUR ANNUAL SERVICES

INTERVENTION

Nipro is always prepared to respond to your needs for service.

Email or call our Technical Service to request a site visit for repairs, upgrades, or Preventive Maintenance.

We will service your machine promptly and provide valuable assistance to your staff.

The following costs will be invoiced:

- Related spare parts
- Related labor (hourly fee)
- Related travel



SERVICE UPON REQUEST



SERVICE PLAN OVERVIEW

	Full Service Plan	Preventive Maintenance Plan	Intervention Plan
Safety Check*	✓	✓	—
Preventive Maintenance every 24 months**	✓	✓	—
Periodic Maintenance kit every 24 months	✓	✓	—
Spare parts	✓	—	—
Labor	✓	✓ (related)	—
Travel	✓	✓ (related)	—
Software update	✓	✓	✓
Software upgrade***	✓	—	—
Service history records	✓	Related	Related
Machine traceability	✓	✓	—
Cost plan	Annual fee	Annual fee	Hourly fee

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**As per manufacturer's recommendation.

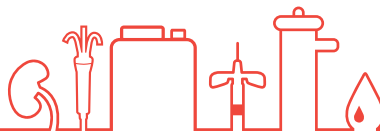
***Upon request and applicable to upgrades that do not require additional hardware.

Nipro Renal Care is part of Nipro Corporation Japan, a leading global healthcare company established in 1954. With over 28.000 employees worldwide, Nipro serves the Medical Device, Pharmaceutical, and Pharmaceutical Packaging industries.

Nipro Renal Care is a global market leader with over 5 decades providing renal solutions for dialysis and dialysis-related treatment. We specialize in developing dialysis machines, water treatment systems, and a comprehensive portfolio of disposable medical equipment.

In order to address the needs of patients, healthcare professionals, and procurement managers alike, Nipro Renal Care is driven by innovation and patient safety to offer the highest quality products that optimize time, effort, and costs.

BECAUSE EVERY LIFE DESERVES AFFORDABLE CARE



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