



TECHNICAL SERVICES



PARTS ONLY...

FOR YOUR PEACE OF MIND

ASP's Parts Only service agreement offers ASP-trained Biomed technicians the ability to help minimize cost exposure on parts necessary to maintain and repair their systems. With the Parts Only option, ASP customers can order all of the corrective and planned maintenance parts necessary to keep their systems operational (stockpiling of parts for future use is not permitted per the terms and conditions of the Parts Only Agreement).

ASP's Parts Only Service includes:



- **Corrective Maintenance (CM) Parts Only** customers are entitled to unlimited corrective maintenance parts necessary to keep your system operational. Parts are shipped within 24 hours. Expedited shipping for certain parts is available for an additional charge.
- **Planned Maintenance (PM) Parts Only** covered systems are entitled to planned maintenance parts as determined by the manufacturer. Parts are shipped within 24 hours. Expedited shipping for certain parts is available for an additional charge.
- **Online Continuing Education Credits (CEs).** ASP is committed to your continuing education and offers a variety of online courses. Any facility with a Parts Only Agreement has **unlimited user access** to dozens of CEs from our Web site. Log onto www.aspjj.com, highlight Services & Support on the home page, and then select Continuing Education Classes. Simply click on the "Register" link to begin accumulating your CEs.
- **ASP Call Center:** Unlimited ASP Technical support including telephone troubleshooting assistance Monday - Friday, 7 am - 7 pm PST.

ADVANCED STERILIZATION PRODUCTS

Division of Ethicon US, LLC

a *Johnson & Johnson* company



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In order to be eligible for the Parts Only Agreement, your facility must have an ASP-trained biomedical engineer on site to ensure the proper installation and repair of the equipment. ASP provides in-depth training on certain systems both at ASP and the customer site. Please inquire with your local Account Manager for details.

PARTS ONLY SERVICE PROGRAM DETAILS

Technical Support	All service agreements come with ASP technical service support including telephone troubleshooting assistance.
Technical Support Availability	Technical support is available Monday through Friday, 7 am – 7 pm PST (excluding national holidays).
Corrective Maintenance (CM)	Parts Only customers are entitled to unlimited corrective maintenance parts necessary to keep your system operational (stockpiling of parts for future use is not permitted). Your ASP-trained biomedical engineer performs the corrective maintenance.
Planned Maintenance (PM)	Parts Only customers are entitled to planned maintenance parts as determined by the ASP service organization. Your ASP-trained biomedical engineer performs the planned maintenance.
Online Continuing Education	ASP's Parts Only agreements come with unlimited user access, per facility, to accumulate dozens of continuing education credits (CEs) online during each year of their agreement.
Parts Discount	N/A, all parts are included.
Contract Upgrade	Parts Only Service customers can convert to either a Full or Preferred Service agreement and receive 50% off the dollar value of a Parts Only work order when a P.O. is signed and received within 5 days of when the work is performed.

For corrective maintenance that requires troubleshooting, please contact ASP Technical Support at 1-888-783-7723.

For all of your part ordering needs, please contact JJHCS at 1-800-255-2500, Option 1.



Protecting Lives Against Infection®

Advanced Sterilization Products (ASP), division of Ethicon US, LLC, a Johnson & Johnson company, has a long track record of designing and delivering innovative infection prevention solutions that dramatically raise the level of health care and safety for those who matter most. ASP's pioneering technology, global distribution, and established leadership position enable it to simplify the process of buying and operating infection prevention products and services every day, for thousands of medical facilities around the world. This in turn enables its customers to focus on what they do best — preventing infection and saving lives.

For more information, including complete terms and conditions, please contact ASP Technical Services at 888-783-7723 or visit www.aspjj.com.