



# TECHNICAL SERVICES



## ACCESS...

### FOR YOUR PEACE OF MIND

ASP's Access service offers ASP-trained Biomed technicians an innovative, low-cost risk management option, giving customers the opportunity to decrease their service costs by taking on some responsibility for system maintenance. With the Access option, ASP customers have the peace of mind that ASP support is just a phone call away.

ASP's Access Service includes:



- **Planned Maintenance (PM)** Access-covered systems are entitled to one PM performed by an ASP-trained technician per year. Includes labor, travel and a 25% discount on parts.

Scheduled based on "next available opening" Monday - Friday from 7 AM - 7 PM local time.

- **Corrective Maintenance (CM)** Access-covered systems are entitled to unlimited non-user-error CM calls performed by an ASP-trained technician. Includes labor and travel, and a 25% parts discount. Scheduled based on "next available opening" Monday - Friday from 7 AM - 7 PM local time.

- **Online Continuing Education Credits (CEs).** ASP is committed to your continuing education and offers a variety of online courses. Any facility with an Access Agreement has **unlimited user access** to dozens of CE's from our Web site. Log onto [www.aspjj.com](http://www.aspjj.com), highlight Services & Support on the home page, and then select Continuing Education Classes. Simply click on register to begin accumulating your CE's.

- **ASP Technical Service Representative (TSR) support** including telephone troubleshooting assistance and dispatch of on-site support as needed.

## ADVANCED STERILIZATION PRODUCTS

Division of Ethicon US, LLC

a *Johnson & Johnson* company



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ASP-trained biomed customers may find that the Access service option offers the flexibility to seek assistance from ASP-trained technicians while providing cost savings over standard time and material (T&M) rates.

<b>Technical Support</b>	All service agreements come with unlimited ASP technical service support including telephone troubleshooting assistance, and scheduling/dispatch of on-site support as needed.
<b>Technical Support Availability</b>	Technical support is available Monday through Friday, 7 am – 7 pm in your time zone (excluding national holidays).
<b>Planned Maintenance (PM)</b>	Access Service customers are entitled to one PM per year during the term of the agreement. All necessary labor, travel and a 25% parts discount are included. Other required system PMs are performed by the customer or may be performed by ASP at an additional charge. Scheduling a PM visit is easy — simply call ASP at 1-888-783-7723.
<b>Corrective Maintenance (CM)</b>	Access Service customers are entitled to unlimited non-user-error CM calls. All necessary labor, travel and a 25% parts discount are included. Access Scheduling is easy — simply call ASP at 1-888-783-7723.
<b>Online Continuing Education</b>	ASP's Access agreements come with unlimited user access, per facility, to accumulate dozens of continuing education credits (CEs) online during each year of their agreement.
<b>Product System Improvements</b>	Mandatory product system improvements are covered (does not include feature upgrades).
<b>Parts Discount</b>	Access Service customers receive a 25% discount on all PM and CM parts outside of covered calls.
<b>Contract Upgrade</b>	Access Service customers can convert to either a Preferred or Full Service agreement and receive 50% off the dollar value of an Access work order when P.O. is signed and received within 5 days of when the work is performed.

Scheduling planned or corrective maintenance is easy - simply call ASP at 1-888-783-7723.



## Protecting Lives Against Infection™

Advanced Sterilization Products (ASP), division of Ethicon, Inc., 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](http://www.aspjj.com).