

PROTECTION+ AND COMPLETE SERVICES PROGRAM

Coverage hours: Monday – Friday, 8 a.m. – 5 p.m., excluding Baxter holidays (listed below).

Includes:

- Level One repairs completed at depot or on-site¹, Level Two repairs completed at depot.²
- Parts and labor required for maintenance and repairs.
- Preventive maintenance (PM) completed at depot or on-site¹ as outlined in the original equipment manufacturer service manual.
- Inbound / Outbound shipping.
- 24/7 technical support.
- 24/7 online documentation.
- 20% discount on Battery orders.

¹On-site repairs and on-site PM may require a minimum quantity of pumps under contract. An on-site repair visit may require a minimum number of repairs.

²Only on-site – bench repairs and PM available. Customer is solely responsible for the management of assets.

Protection+ Services Program is available at time of capital purchase.

PROTECTION AND RESPONSE SERVICES PROGRAM

Coverage hours: Monday – Friday, 8 a.m. – 5 p.m., excluding Baxter holidays (listed below).

Includes:

- Level One repairs completed on-site, Level Two repairs completed at depot.*
- Parts and labor required for maintenance and repairs.
- Inbound / Outbound shipping.
- 24/7 technical support.
- 24/7 online documentation.
- 20% discount on Battery orders.

*Only on-site – bench repairs available. Customer is solely responsible for the management of assets.

Protection Services Program is available at time of capital purchase.

PREVENTION PS AND PREVENTION SERVICES PROGRAM

Coverage hours: Monday – Friday, 8 a.m. – 5 p.m., excluding Baxter holidays (listed below).

Includes:

- Preventive maintenance (PM) as outlined in the original equipment manufacturer service manual.
- Identification of any necessary repairs discovered during PM and documentation of completion of same.
- Upon request, repairs on a fee-for-service basis.
- Inbound / Outbound shipping.
- 24/7 technical support.
- 24/7 online documentation.
- 20% discount on Battery orders.

*Only on-site – bench – PM available. Customer is solely responsible for the management of assets.

Prevention PS Services Program is available at time of capital purchase.

Management of assets include:

- Prior to performance of Services, customer must clean and disinfect equipment in accordance with applicable service manual or Customer's protocol, whichever is more stringent.
- Customer must locate and transport equipment to the agreed upon designated Baxter workspace.
- Customer must transport equipment back into circulation once Services are completed.

All programs listed above have the option to be reviewed per sale to determine if work will be done at the customer's facility or if pumps are to be worked on at the Baxter Depot facility.

ACCESS SERVICES PROGRAM

Includes:

- Upon request, repairs on a fee-for-service basis at a 50% discount (discount excludes battery replacements).
- 20% discount on spare parts (Including Battery).
- 24/7 technical support.
- 24/7 online documentation.
- Inbound / Outbound shipping.

TERMS APPLICABLE TO ALL SERVICES PROGRAMS:

- Services Programs for new equipment commence upon the expiration of the original equipment warranty.
- On-site Services will be performed during scheduled visits. Customer must use commercially reasonable efforts to make equipment available during such visits. In the event equipment is unavailable, Baxter will document the Services attempt. If Customer can make the equipment available later in the same year, Baxter will endeavor to have a service technician make an additional call to perform the scheduled Services.
- Services performed outside of Services Program coverage hours may incur additional fees.
- All equipment subject to preventive maintenance (PM) and/or repairs must be in good operating condition (as specified in the original equipment manufacturer service manual) upon commencement under the applicable Services Program. Baxter reserves the right to inspect equipment prior to commencing Services. Customer may incur additional fees to the extent Baxter is required to bring equipment up to good operating conditions; such additional fees may be rolled into the fee payable by Customer for the Services Program or billed on a retainer or fee-for-service basis. Any services performed by Customer to bring equipment up to good operating condition must be verified by Baxter.
- Prior to the performance of Services, Customer must clean and disinfect equipment in accordance with the applicable service manual or Customer's protocol, whichever is more stringent.

- PM is based on the recommended schedule of the Services Program, not the age of equipment. PM will be performed at regularly scheduled intervals throughout each 24-month period during the initial term and each renewal term.
- PM and repairs eligible for on-site Services will be performed in an on-site location mutually agreed by Customer and Baxter.
- Workspace must have appropriate lighting, electrical outlets (power supply), and environmental controls (sufficient heating/cooling and noise levels) for Baxter service technicians to perform Services safely. Workspace must also be capable of being secured to prevent loss or damage to parts and tools.
- Baxter will not perform Services while equipment is in use by a patient.
- All Baxter service technicians are trained and certified to service Baxter-branded equipment. Baxter service technicians are also trained on safety procedures including Infection Control, Hepatitis-B Virus, OSHA Hazard Communications, and applicable regulatory requirements.
- Customer must provide parking for one Baxter service technician vehicle during on-site visits.
- Customers with an active Services Program may request repair Services on equipment that is not covered by the Services Program. Baxter will provide such repair Services on a fee-for-service basis at discounted rates for labor and parts.
- During the term of the Services Program, additional equipment may be added to or removed from coverage upon the written agreement of Baxter and Customer. Any increase or decrease in the Services Program fee resulting from equipment additions or removals will be reconciled upon the expiration of the Services Program term during which the addition or removal took effect.
- Baxter may use proprietary SmartCare Locating Technology to assist with locating equipment on Customer's premises and improving PM compliance. SmartCare Locating Technology includes passive RFID tags (affixed to equipment), handheld RFID reader, and mobile application. All components of SmartCare Locating Technology remain the property of Baxter and Baxter is solely responsible for all maintenance and replacement of all components thereof. Technical specifications for SmartCare Locating Technology are available on request.
- Services Programs do not include repair or replacement of accessories, including standard batteries. All Services Programs excludes accidental damage, fluid ingress, or damage from cleaning protocols not in accordance with the manufacturer's guidelines.
- If applicable, Customer is solely responsible for delivering equipment to the specified Services depot and liable for all risk of loss or damage during transport. Baxter is solely responsible for delivering repaired equipment to Customer (via the commercial carrier selected by Baxter) and liable for all risk of loss or damage during transport.
- If applicable, Baxter will endeavor to complete repairs within a reasonable period of time after equipment is received at the depot. Baxter makes no representation or warranty that repairs will be completed in any specific period of time.

BAXTER HOLIDAYS

- New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving Day, Christmas Eve Day, and Christmas Day.
- If a holiday falls on a weekend, Baxter may be closed the Friday before or the Monday after.
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