This document is intended to provide information to an international audience outside of the US.
Getinge Care guarantees safety for patient and operator in a highly sensitive environment. Legal and facility guidelines for maintenance and hygiene are designed to ensure the highest quality diagnostics, therapies and care for your patients, yet can present significant economic and operational challenges. Getinge is there to be your competent service partner, supporting you with a flexible service offering fitted to your current needs. We offer partnership solutions to ensure that you get the most out of your valuable equipment, both in terms of uptime and functional range.

- Getinge Care ensures the highest possible device uptime, reliability and care quality, both in the OR and in the intensive care unit
- Getinge Care helps to guarantee compliance with regulations for safe maintenance.
- Eliminate preventable waiting times and cost by directly transferring know-how and offering remote service where applicable
- Flexibly adjust our services to meet the strategy of your medical technology department
Cutting edge requires competence

**Put the health of your device pool into professional hands.** Getinge devices enable your clinical staff to focus on the essential – the patient. Intuitive user guidance and ergonomics conceal the complex interaction of software with mechanical systems and electronics. Certified Getinge service technicians have the latest product knowledge, and are there to support your device operation. Thanks to our Getinge certification program, issues with devices or software can be quickly identified and solved directly, saving time and money. Qualified Getinge Service guarantees safety and fast solutions.

- Professional end user support ensures a high degree of satisfaction
- Getinge offers adequate first-hand skills and experience, as well as a regular recertification program
- Qualified Getinge service technicians are empowered with the skills needed to protect your investment, ensuring expert diagnosis and fast restoration of device availability
Efficient clinical workflows demand top reliability. Every day. Seamless performance is only possible through perfect interaction of all components. Regular maintenance preserves the value of your device, guaranteeing reliable performance in critical situations during the rough daily clinical routine. You will directly benefit from continuous application-oriented product enhancements, including regular software updates for improved and simplified application.

- Preventive maintenance prevents unexpected failures caused by natural wear and ensures reliability throughout the life of the product
- Software updates and product enhancements keep your device pool up to speed
- Getinge Care supports your clinical quality management system to ensure compliance with national and international standards.

Reliability, value preservation and budget-friendliness
Questions about service

Test results
Preventive maintenance, service and repair:
• How are these documented?
• How has the measuring equipment been calibrated?
• What quality standards do they comply with?

End-user training
• How are the trainers certified?
• What device version is used for training?
• How do you ensure that the trained staff is happy with the training?

Legal requirements
• What legal requirements for services, support and training do you meet?
• How are the requirements met for installation, operation and use of medical devices?
• How are these requirements reflected in your quality management system?

Information obligation
How are you and users being informed on:
• Updates, improvements?
• New therapy options?
• Safety-relevant topics?

Technical support
• How do you escalate technical problems and questions from clinical staff?
• How do you include the manufacturer development department?
You provide care for a long life. **We do, too.**
The right bundle for you.

Certified initial clinical training
Software updates
Maintenance kits
Preventive service: Maintenance
First line training and technical certification
On site service
Warranty extension
Corrective service: Repair
Spare parts
Hotline support
Medical device health check
Remote support

Questions?
We are always here for you.
Getinge Group is a leading global provider of innovative solutions for operating rooms, intensive-care units, hospital wards, sterilization departments, elderly care and for life science companies and institutions. With a genuine passion for life we build quality and safety into every system. Our unique value proposition mirrors the continuum of care, enhancing efficiency throughout the clinical pathway. Based on our first-hand experience and close partnerships, we are able to exceed expectations from customers – improving the every-day life for people, today and tomorrow.