

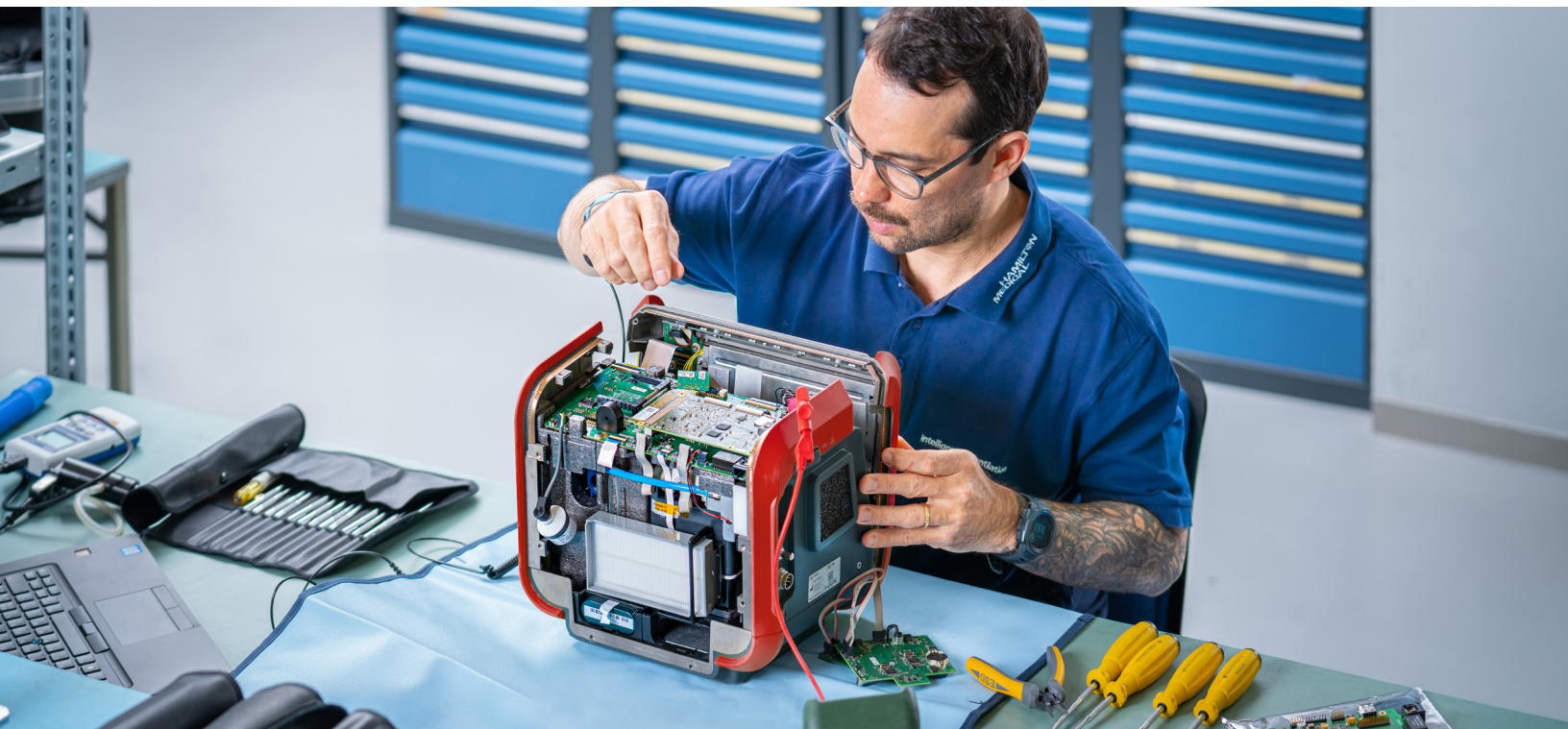


Service Concept

Intelligent Ventilation meets technical support

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Available service options

Every patient has unique needs, and so does every hospital. With our diverse service options, we strive to provide the right level of support tailored to you – helping you plan costs efficiently while ensuring proper maintenance and service for your devices.

Warranty

Factory warranty:

All Hamilton Medical devices come with a standard two-year factory warranty on repair parts and one-year on labor. Factory warranties cover all corrective maintenance, including parts and labor, but does not include preventive maintenance.

Extended warranty:

During the factory warranty period, the repair parts warranty can be extended for up to three years (five years total). The repair parts warranty extension must be on the same order as the ventilator and cannot be added post-ventilator purchase.

Tech Support Helpdesk

Our Tech Support Helpdesk is at your disposal 24/7, 7 days a week, 365 days a year. It is here to help you with all technical problems and questions. You can reach the Helpdesk by calling our Tech Support Hotline at 1-800-426-6331 and selecting option 2.

All-Inclusive Package

Facilities with limited in-house technical support will benefit from our all-inclusive package. It enables you to easily forecast costs for the full life cycle of your equipment and minimize unplanned expenses. We take care of everything for complete peace of mind:

- ✓ Preventive maintenance (as described on page 4)
- ✓ Corrective maintenance (as described on page 4)
- ✓ Temporary device replacement during longer repairs
 - ✓ For HAMILTON-C1/T1/MR1/C3 only
 - ✓ Depending on availability
- ✓ All required parts, labor, travel, and expenses
- ✓ Priority handling and response time

NEW

Premium All-Inclusive Package for the HAMILTON-MR1

This new package includes all the benefits of the All-Inclusive Package, plus an added layer of confidence with a dedicated loaner fleet of HAMILTON-MR1 ventilators available to replace your device while it is being serviced. Within 24 business hours of receiving your service request, we will ship a loaner HAMILTON-MR1 ventilator via overnight shipping, maximizing device availability. Available for depot or on-site service, this means greater reliability and peace of mind, allowing you to provide respiratory support in the MRI environment with minimal downtime.

Preventive Maintenance Package

To ensure optimal ventilator performance we recommend performing an annual preventive maintenance (PM). Our field service team will perform the PM on-site to keep your equipment in top shape and minimize downtime. This eliminates most problems before they occur. It is the most cost-efficient way to care for your equipment with the least internal effort and can help ease the workload of your in-house Service Technicians.

Annual preventative maintenance includes:

- ✓ Visual inspection for functionality and damage
- ✓ Function-preserving cleaning of the device from contamination caused by normal use
- ✓ Filter replacement
- ✓ O2 cell replacement
- ✓ Battery state-of-health evaluation and replacement (batteries are not included)
- ✓ Software update (if applicable)
- ✓ Tests and calibration
- ✓ Electrical safety test
- ✓ Written and signed test report
- ✓ All required parts and labor

Travel charges apply based on distance from the nearest Service Technician. With 19 field-based experts across the United States, we are proud to offer reliable support wherever you need it.

Corrective Maintenance Package

In case of technical failures, the corrective maintenance package ensures professional repair by a Hamilton Medical service technician with original parts.

Corrective maintenance includes:

- ✓ Error analysis
- ✓ Elimination of all malfunctions and damage
- ✓ Replacement of defective parts including trolley, but excluding accessories and standalone devices
- ✓ Labor

Travel charges apply based on distance from the nearest Service Technician. With 19 field-based experts across the United States, we are proud to offer reliable support wherever you need it.

Depot service for HAMILTON-C3/C1/T1/MR1

For the HAMILTON-C1/T1/MR1 and HAMILTON-C3 you can choose to send in your ventilators for repair and/or preventive maintenance to avoid appointment scheduling or travel expenses. Simply send your ventilator(s) to our service center depot in Reno, NV.

Service Training Package

In case you wish to have your own technical support personnel service your Hamilton Medical ventilators, we offer service trainings for the Service Technicians in your Biomedical Department. This qualifies them to perform the annual preventive maintenance and repairs themselves.

Service Training:

Hamilton Medical offers frequent Service Training courses for hospital service technicians at the Hamilton Medical headquarters office in Reno, NV. If multiple service technicians need to be trained for the same customer, this can also be organized on-site.

The trainings consist of two full days of instruction per ventilator (three days for the HAMILTON-C6). Participants learn how to perform mandatory preventive maintenance, test software, as well as calibrate and repair Hamilton Medical devices. You can view available service training courses and enroll by visiting https://www.hamilton-medical.com/en_US/Services/Tech-Support-Academy. For additional information or any questions, you may also email us at servicetraining@hamilton-medical.com.

➔ Learn more about our Service Training Course options here:



Tech Support Academy:

All certified Service Technicians have access to the Tech Support Academy, a free e-learning platform with instructional videos. It serves as an addition to the service manuals provided at the service trainings and helps the Service Technicians keep their knowledge up to date.

The access to the Tech Support Academy is restricted to Hamilton Medical-authorized service technicians only. You can learn more by visiting https://www.hamilton-medical.com/en_US/Services/Tech-Support-Academy.html.

➔ Learn more about our Tech Support Academy here:



Overview of included services by package

	All-Inclusive Package	NEW Premium All-Inclusive HAMILTON-MR1 Package	Corrective Maintenance Package	Preventive Maintenance Package	Service Training Package
Extended warranty for a maximum of three years	○	○	○	○	○
Helpdesk for remote diagnostic and support	✓	✓	✓	✓	✓
Online access to service and operator manuals	✓	✓	✓	✓	✓
Online access to the Tech Support Academy*	✓	✓	✓	✓	✓
Service documentation and test reports	✓	✓	✓	✓	X
Special discount rates on parts and labor	✓	✓	✓	✓	X
Preventive maintenance	✓	✓	X	✓	X
Corrective maintenance	✓	✓	✓	X	X
Temporary device replacement during longer repairs**	✓	X	X	X	X
On-site service	○	○	○	○	X
Depot service**	○	○	○	○	X
Priority handling and response time	✓	✓	X	X	X
Travel time and expenses	✓	✓	X	X	X
NEW Guaranteed replacement HAMILTON-MR1 device	X	✓	X	X	X

✓ = included X = not included ○ = optional

*For certified service technicians only

**For HAMILTON-C1/T1/MR1/C3 only

Pricing

HAMILTON-G5/C6 Packages

(Each package price is per ventilator, per year)

Price per year

All-Inclusive Package	\$ 1,995.00
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Preventive Maintenance Package	\$ 500.00
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Corrective Maintenance Package	\$ 995.00
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HAMILTON-C1/T1/MR1/C3 Packages

(Each package price is per ventilator, per year)

Price per year

Preventive Maintenance Package	\$ 500.00
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Corrective Maintenance Package	\$ 995.00
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All-Inclusive Package with on-site service at your facility	\$ 1,650.00
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All-Inclusive Package with depot service in Reno, NV	\$ 1,325.00
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NEW Premium All-Inclusive Package with depot service in Reno, NV (HAMILTON-MR1 only)	\$ 1,950.00
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NEW Premium All-Inclusive Package with on-site service (HAMILTON-MR1 only)	\$ 2,450.00
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Additional services

Price per year

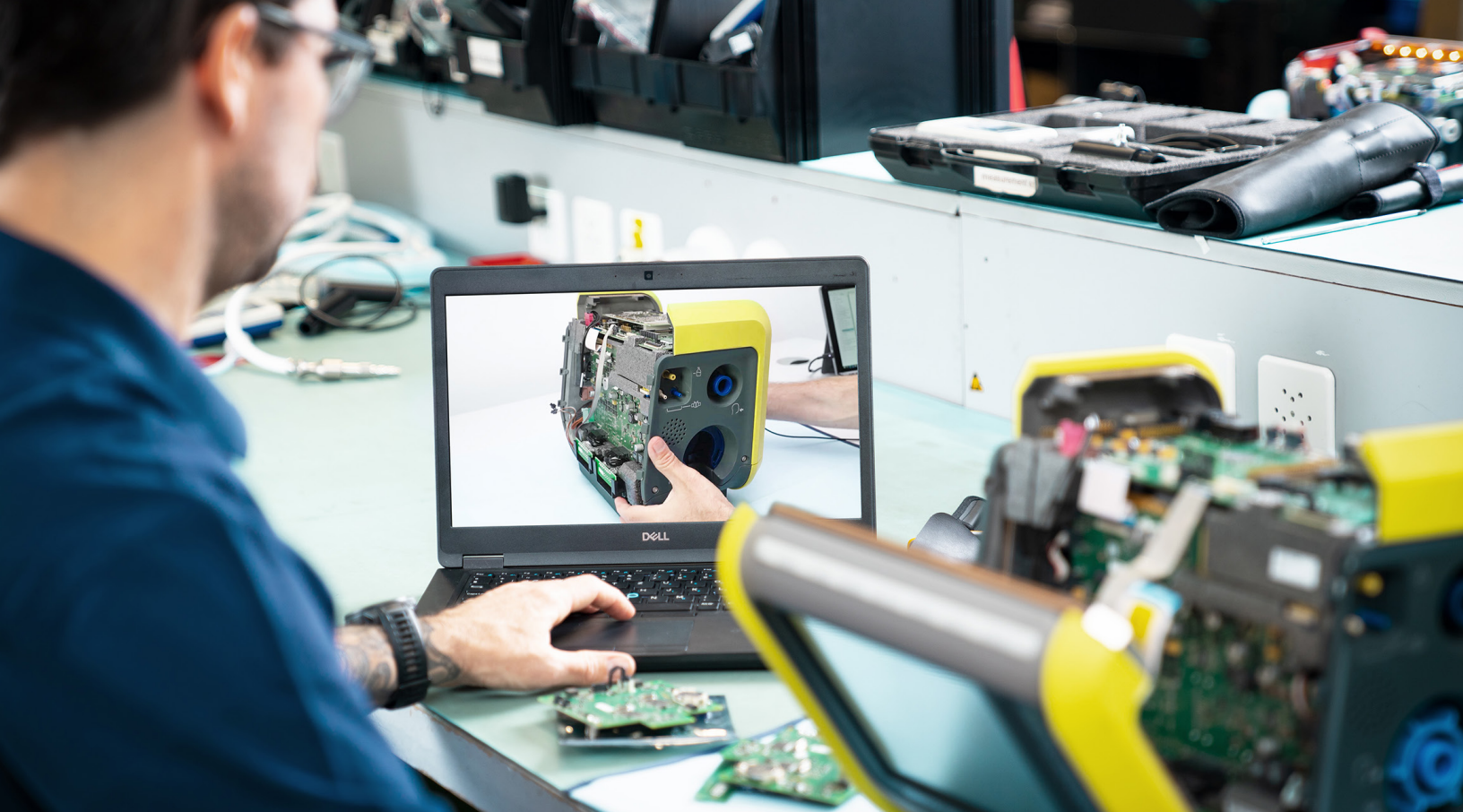
Additional Service Training per person in Reno, NV*	\$ 2,495.00
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Onsite Service Training for up to six technicians (two days)**	\$ 17,500.00
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Field Service Technician travel time per hour (from nearest technician)	\$ 315.00
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*Price includes meals, but not your travel and lodging expenses

**Price does not include travel charges based on the nearest Field Service Technician



For further information, contact your Hamilton Medical representative or send us an email at reno.techsupport@hamiltonmedical.com.

HAMILTON
MEDICAL

Hamilton Medical, Inc.
201 Edison Way
Reno, NV 89502-2305, United States
☎ +1 (800) 426 6331
✉ info@hamiltonmedical.com
www.hamilton-medical.com

EL020220204N.02

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Service Concept USA