

Da Vinci®

Complete Care

Service Plan



Protecting your long term investment

Evolution of Services & Technology

2018

Remote Software Update*
Install system software updates when it's convenient for you

2015

Da Vinci Surgery Customer Portal is launched

2012

Sterile Reprocessing Support Team is formed

2011

OnSite® Monitoring proactive log review & customer service relationship management software system released

2010

OnSite Remote da Vinci System performance diagnostics introduced

2009

Knowledge Management System launched

2007

Technical support **automated phone system** implemented

2006

Immediate access to **intra-operative support & multiple time zone coverage** established

2003

Advanced Exchange Program with next-day replacement delivery launched

2001

Regionalized **technical support network** established

An investment in the da Vinci Surgical System can positively impact everyone in your organization: **patients, surgeons, and administrators**. A comprehensive service plan can further enhance the quality of care provided in your operating room.

The da Vinci® Complete Care Service Plan supports the safety, quality, and dependability of your da Vinci Surgical System

System Reliability

Provide optimal patient care by investing in routine maintenance designed to minimize unplanned service events and repairs.

Immediate Access to Expert Technical Support

Support your surgeons and ensure completion of procedures by quickly resolving system issues using the cumulative experience of the most knowledgeable service team available.

Advanced Service Technologies

Seamlessly access data from your da Vinci Surgical System by connecting to secure network technologies and business systems provided by Intuitive's Product Development and Service teams.



*Available on da Vinci X® and da Vinci Xi® with SimNow®
For more information on Remote Software Update or SimNow, please contact customer support.

Making the Difference

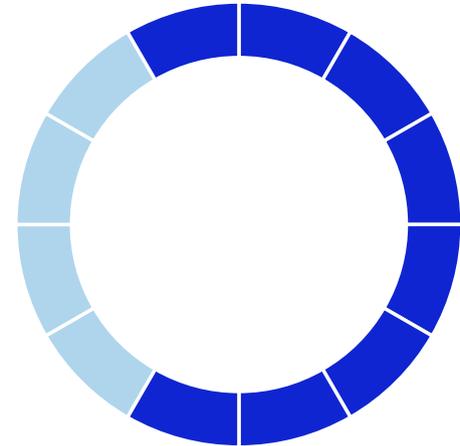
Added benefits make the **dVComplete Care Service Plan** different from other service providers

Classic Care

- Parts Exchange
- Software Updates
- Labor and Travel
- System Inspections

Exclusive to Intuitive

- Advance Exchange Program
- Remote Software Update**
- Sterile Reprocessing Support
- DVSTAT® Technical Support
- Da Vinci OnSite Access
- Da Vinci OnSite Monitoring
- Da Vinci Surgery Customer Portal



DVSTAT Support

(da Vinci Surgery Technical Assistance Team)

A dedicated team of experienced Technical Support Engineers are available by phone: 24/7, 365 days a year. Over 96% of calls are answered within 15 seconds.* Our highly knowledgeable engineers help guide your operating room staff through system issues, answer intra-operative technical questions and if required, dispatch a Field Service Engineer.

OnSite Access

DVSTAT engineers can remotely access system logs in real-time for pre-operative and intra-operative troubleshooting. They can rapidly diagnose and in some cases resolve issues without dispatching a Field Service Engineer.

OnSite Monitoring

Automatically upload system logs to Intuitive following each procedure, enabling dVSTAT engineers to actively monitor system performance and minimize unplanned service events.

Software Updates

Software updates provide improved system reliability ensuring that your da Vinci Surgical System operates at peak performance with the most up-to-date software.

System Inspections

Certified Field Service Engineers perform system inspections and preventive maintenance as necessary to maintain recommended factory specifications.

Clinical Uptime

Field Service Engineers respond within hours of notification, and when possible, the same day. This rapid response supports a 98% uptime rate.

Guaranteed Response Time

In the event of unplanned service request, our network of site dedicated Field Service Engineers guarantee prompt and dependable response within 24 hours.

Sterile Reprocessing Support (SRS)

Reprocessing Specialists with extensive da Vinci product experience assist in maximizing instrument reliability and provide reprocessing education and training, resulting in improved efficiency.

Labor and Travel Hours

Labor and travel expenses for service/SRS calls during regular business hours are included in the **da Vinci Complete Care Service Plan**. Business hours are Monday-Friday, 8:00am to 5:00am local time and exclude Intuitive holidays. Additional charges may apply for labor and travel outside of normal business hours.

Advanced Exchange Program

The Advanced Exchange Program offers preferred pricing and next-day service on replacements related to the accidental damage of endoscopes, camera heads, and the da Vinci Skills Simulator™.

Parts Exchange

Prompt repairs and replacements parts are included with the **da Vinci Complete Care Service Plan**. Intuitive maintains stocking locations across the country, ensuring access to critical replacement parts within 24 hours.

Da Vinci Surgery Customer Portal

The Customer Portal is an on-line, self-service portal which provides access to on-line tools and resources to help maximize your da Vinci Surgery Program.

*Data as of September 2018: Intuitive CRM Data on File.

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To learn more about protecting
your investment in the da Vinci®
Surgical System, visit

www.intuitive.com

Or call Intuitive Customer Service at

1.800.876.1310 opt. 3 (toll-free)

Worldwide Headquarters

1266 Kifer Road, Building 101

Sunnyvale, CA 94086-5304

Tel: +1 . 408 . 523 . 2100

Fax: +1 . 408 . 523 . 1390

www.Intuitive.com

www.daVinciSurgery.com

www.daVinciOnlineCommunity.com