Da Vinci® Complete Care Service Plan
Protecting your long term investment

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.

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

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**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
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 5:00pm 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.

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