



## Warranty

# Equipment Maintenance Program

## Simple choice. Powerful warranty coverage.

As today's healthcare organizations become more sophisticated, the importance of properly covering equipment becomes increasingly critical. To manage the post-warranty risk of equipment maintenance and repair, many organizations purchase individual service and maintenance contracts. While these service contracts extend the life of your original investments, they don't have to be purchased from the Original Equipment Manufacturer (OEM). You can rely on the simplicity of the CNA Equipment Maintenance Program.

### The easy choice

The CNA Equipment Maintenance Program replaces your separate service contracts with a single CNA maintenance agreement, offering one renewal and billing date, and consistent terms and conditions. CNA's client list includes large and small hospitals, surgery and imaging centers, cancer treatment facilities, and specialty clinics such as orthopedic clinics. The program may save you up to 22% over purchasing individual OEM extended service contracts.

### Experience the power of ONE

- **One** agreement to manage
- **One** billing date for better financial forecasting
- **One** online portal for easy access to service histories
- **One** number to call for all your maintenance and service needs

### Trust CNA as your industry leader

As one of the largest warranty and service contract insurers in the U.S., CNA offers expertise as a leader in equipment maintenance and asset management. The program is offered through a network of independent insurance agents working with CNA's sales consultants to provide a flexible solution to control our clients' equipment maintenance management costs through immediate and future cost savings.

### Demonstration of Cost Savings (Based on actual client experience)

#### East Coast Hospital System

Current Annual OEM Service Contract Spend	\$1,830,652
CNA Program Hard-Dollar Savings	\$338,671
CNA Program Annual Cost	\$1,491,981

### A smooth implementation process

Meet with your agent and CNA sales representative to identify potential equipment



Submit your equipment service contracts to your agent and CNA sales representative



Receive a CNA proposal



Launch your CNA Equipment Maintenance Program

## Two options for service:

### Option #1

Call our service center directly and we'll handle it

- 1 Call our toll-free service center at 866-296-4847
- 2 The appropriate service provider is dispatched
- 3 Paperwork\* is submitted for payment
- 4 The request is processed and a check is sent to the service provider

### Option #2

Contact the service provider directly

- 1 You contact the service provider directly
- 2 The service provider performs recommended service
- 3 You submit the service provider's paperwork\* for payment
- 4 The request is processed and a check is sent to the service provider

\* Paperwork refers to Service Provider Invoice and Field Service Report.

### CNA Equipment Maintenance Program

Equipment included but not limited to:

#### Medical Imaging

Angiographic systems  
C-arms  
Chest units  
Cine film viewers, projectors  
Computers  
CT scanners  
Cystoscopy units  
Dental units  
Dose calibrators  
Film processors  
Fluoroscopic rooms  
General Radiographic rooms  
Laser imagers  
Mammography units  
Motorized/Film viewers  
MRI scanners  
Nuclear medicine cameras  
PACS  
Portable x-ray machines  
Radiation therapy simulators  
Special procedure rooms  
Tomography rooms  
Treatment planning computers  
Ultrasound units  
Uptake probes

#### Functional Labs/Respiratory Therapy

Blood gas analyzers  
Plethysmographs  
Pulmonary function systems  
Sleep labs

#### Surgery

Cell savers  
Cell washers  
Lasers  
Microscopes  
Phacoemulsifiers  
**Patient Care**  
Defibrillators  
Examination tables  
Infusion equipment  
Patient scales  
Physical therapy equipment  
Physiological monitoring

#### Laboratory

Blood gas units  
Clinical analyzers  
CO-oximeters  
Densitometers  
Electron microscopes  
Gamma counters  
Spectrophotometers  
**Cardiology/Stress Test/ICU/CCU/EKG**  
Arrhythmia computers  
Cardiac catheterization systems  
Cardiac output computers  
Intra-aortic balloon pumps  
Patient data monitoring  
Stress test systems  
Telemetry systems

#### Security

Alarm systems  
Card access systems  
Vaults and safes  
Video surveillance systems

#### Information Technology

Archiving appliances  
Laptops  
Network devices  
Network storage  
PCs and peripherals  
Servers

#### Communication

Audio/Visual Systems  
Pagers  
Paging systems  
Radios  
Telephone switches  
Telephone systems  
Voicemail systems

For more information, reach out to your independent insurance agent, email CNA at [EMP@cna.com](mailto:EMP@cna.com) or visit [cna.com/warranty](http://cna.com/warranty).