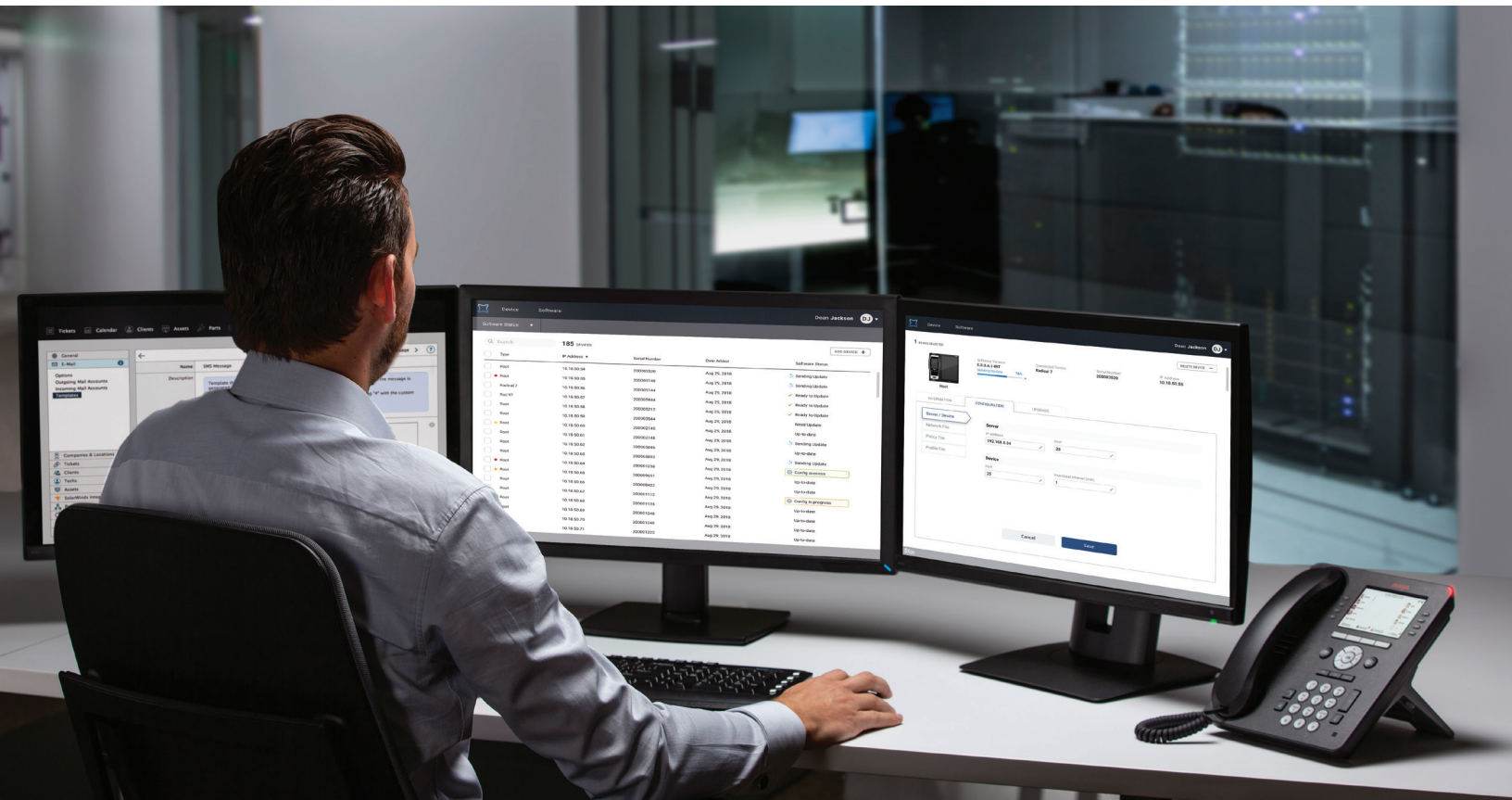


Concierge+

Masimo's Premier Service Plan



Concierge+ is a comprehensive service plan that supports Masimo's automation platform. Concierge+ pairs bedside device and IT systems coverage with clinical and technical support to maximize your efficiency and confidence, providing:

- > The latest features and enhancements through continual software updates
- > Peak equipment functionality through hardware warranties and service
- > Optimal deployment of systems through project management and training



Concierge+ Features

Bedside Device Coverage



- Bedside device hardware warranty and repair
- Battery replacement
- Accidental damage
- Fluid intrusion
- Performance verification
- Device repair and replacement

IT Systems Coverage



- Masimo systems hardware warranty and repair
- Masimo bedside device software updates
- Server software maintenance and updates
- Desktop software maintenance and updates
- Mobile application software maintenance and updates
- EMR interface software maintenance
- Third-party device driver maintenance
- Iris® Device Management System for Masimo bedside devices

Clinical and Technical Support



- Phone support
- Remote VPN support
- On-site technical support
- On-site clinical training
- Installation and project management services

Service Part Numbers

Concierge+ 3 years	114-3Y
Concierge+ 4 years	114-4Y
Concierge+ 5 years	114-5Y
