



AGFA 
RADIOLOGY

Agfa's comprehensive service solutions for your DR systems

Tailored support for your radiology department's needs

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Agfa's range of comprehensive service programs is designed to give you the flexibility to choose the service agreement and level that works best for you. Whether you prefer to extend your warranty or opt for a renewable maintenance contract, we've got you covered.

Our motto is 'Add Your Service': you customize your care plan, and we'll focus on keeping your systems running at top performance. When maintenance or repair is needed, our multi-tier network of certified engineers provides high-quality service that ensures lasting fixes, using genuine Agfa parts. You can enjoy peace of mind and let us handle the rest.



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Beyond 'standard': Extend your warranty

Agfa's Comprehensive Extended Warranty seamlessly extends the manufacturer's warranty period for your DR systems by one or more years. If you opt for the Extended Warranty, it is available at the point of sale, and transparently included in your total project price. Your budgeting is hassle-free and all-inclusive.

Going beyond 'standard', this Comprehensive Extended Warranty includes:

- Preventive maintenance check-ups that identify and address potential issues before they become problems, to prolong your system's lifetime.
- Fast remote assistance combined with on-site support when necessary, minimizing downtime.
- Regular software updates that enhance the performance, stability and security of your system – so you stay ahead.

We also offer dedicated, budget-friendly Extended Warranty packages for your DR Retrofit system fitted with Dura-line™ XD or XD+ detectors. So even our most cost-effective systems benefit from long-lasting protection.



Flexible coverage options: Service Maintenance Agreements (SMA)

With a range of SMAs, including Bronze, Silver, Gold and Platinum packages, you are sure to find the service solution that suits your needs. Each tier offers a specific support level, ranging from basic preventive care to comprehensive coverage.

Bronze package:

Peace of mind with regular health checks

Choose the Bronze package for essential care and maintenance that keeps your equipment in top shape, and minimizes the risk of interruptions and surprises:

- > Regular inspections and maintenance to keep your systems running well
- > Latest updates for productivity enhancements
- > Enhanced functionality, with hotfixes and more
- > Remote services for prompt assistance

Silver package:

Repair assistance from qualified engineers for expert, timely fixes

Choose the Silver package with coverage for the labor cost for our certified engineers when your Agfa DR system requires servicing or repairs.

- > All the benefits of the Bronze Package
- > Covering all labor and travel expenses for professional system maintenance and repairs by qualified engineers

Gold package:

Cost control for parts and components

Choose the Gold package to protect against unexpected material costs, with coverage for the cost of replacing parts and components.

- > All the benefits of the Bronze Package
- > Replacement of broken parts and components is included.
- > Can be customized to cover the base X-ray unit, the detectors, the X-ray tube, or any combination of these components.

Platinum package:

All-in-one for optimal continuity

Choose the Platinum package for complete coverage, including both materials and labor.

- > All the benefits of the Silver Package
- > All the benefits of the Gold Package
- > Can be customized to cover the base X-ray unit, the detectors, the X-ray tube, or any combination of these components.



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Our programs at a glance

| | | Initial warranty | Extended warranty | | | | Service Maintenance Agreement (SMA) | | | | | | | | | | | |
|-------------------------------------|---------------|----------------------------|-------------------|------------------------|------------|---------------|-------------------------------------|-------------|-----------------|------|---------|----------|------|-------------|-----------------|------|---------------------|-------------------|
| | | | Compre-hensive | Budget friendly XD/XD+ | | Platinum | | | | | Gold | | | Silver | Bronze | | | |
| | | Included with the products | Parts-only | Parts & Labor | Parts-only | Parts & Labor | Base | Base & tube | Base & detector | Full | Bio-med | Off-line | Base | Base & tube | Base & detector | Full | The "Labor" package | The "PMV" package |
| Remote support | | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Software updates | | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | ✓ | ✓ |
| Preventive maintenance (PMV) | Material | | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | Working hours | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | * | ✓ | | | | | ✓ | ✓ |
| | Travel | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | | ✓ | | | | | ✓ | ✓ |
| Repairs | Material | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| | Working hours | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | * | ✓ | | | | | ✓ | |
| | Travel | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | | | | ✓ | |
| Base system coverage | | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Detector coverage | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ |
| X-ray tube coverage | | ✓ | ✓ | ✓ | | | | ✓ | | ✓ | ✓ | ✓ | | ✓ | | ✓ | ✓ | ✓ |

* Remote support is included; on-site work and travel will be charged at preferential rates.



Extended warranty or SMA: which do you need?

Deciding between an Extended Warranty and a Service Maintenance Agreement (SMA) depends on your financial strategy and coverage needs:

> **Extended Warranty:**

An Extended Warranty is paid upfront and covers repairs and replacements for specific components after the manufacturer's warranty ends. It typically excludes wear and accidental damage but includes preventive maintenance. With extended warranties purchased upfront, there is no need to budget for coverage in future years.

> **Service Maintenance Agreement (SMA):**

An SMA is a recurring cost that covers maintenance, defect prevention and repairs, with options to include parts, labor or accidental damage. It is more flexible, offering various levels of service that can be customized and renewed periodically.

You can also combine both, starting with an Extended Warranty and transitioning to an SMA for continued protection.

Reach out to us: we will be delighted to explore the right option for you!

Additional care programs

Platinum Off-line: Comprehensive support without internet connection

Agfa's secure remote connection complies with industry standards for data protection and cybersecurity. But if your facility prefers not to connect its DR systems to the internet, we still have you covered.

Platinum Off-line is a comprehensive package offering reliable service without online connectivity and without compromising on performance.

Our technicians provide on-site maintenance, repairs and system checks, with no need for a remote connection. And we ensure quick response times and minimal downtime, delivering expert support when you need it.

Platinum Bio-med: Empower your in-house engineers

Your engineers receive comprehensive training that gives them the skills to perform first-line support and keep your systems running smoothly. By minimizing downtime and reducing the need for external service calls, you can ensure even faster problem resolution.

- **First-line support training:** Our expert technicians train your engineers in troubleshooting, maintenance and basic repairs. Training is hands-on and tailored to your equipment. And your engineers get access to parts, software and documentation.
- **Expert backup:** While your engineers manage first-line support, our team remains available for complex issues and advanced repair, giving you the best of both worlds. Support is initially provided remotely, included as part of the package. On-site visits are also available when needed, at preferential rates.

Detector Care: Safeguard against accidental damage and user error

Protect your DR detectors from damage due to drops, hits, and liquid. With three options, to suit your needs:

- Add protection during the initial warranty period and expand the manufacturer's warranty from day one to include accidental damage coverage.
- Enhance coverage after the initial warranty period and broaden the extended warranty for your DR Retrofit to include both technical defects and accidental damage.
- Combine Detector Care with the Platinum SMA for mobile X-ray systems or X-ray rooms.

For accidental damage claims, there is a small deductible, which is just a fraction of the cost of a new detector.

Detector Care is available as an add-on to the Platinum SMA or as an independent package.

SmartBox Care: Future-proof your ScanXR™ AI system.

The ScanXR™ products are AI driven and run on a special hardware named SmartBox which has to keep up with ongoing advances in Artificial Intelligence (AI).

If a future ScanXR™ software update requires additional computing power, your SMARTBOX will be replaced with a more powerful unit at no cost. Shipping, installation and configuration of the new unit, plus the return of the previous SMARTBOX, are all covered.

SmartBox Care is only available as an add-on to the Platinum SMA for an X-ray system.

MyAgfa portal

Agfa's MyAgfa web portal offers valuable insights into your X-ray equipment fleet, helping you optimize performance and maintain smooth radiology department operations. Customers with an Agfa X-ray system under warranty, extended warranty, or Platinum Full SMA can have full access at no cost. Other customers may also receive partial access, with the level of access based on their chosen support package.

The portal includes MUSICA® Analytics, providing a detailed dashboard to monitor fleet utilization, dose statistics, reject rates, and rejection reasons.

Please note that certain contracts and the MyAgfa portal may not be available in all regions. For more information, please contact your local sales representative.



Find the perfect package for your needs

From basic preventive care to comprehensive coverage, Agfa offers flexible service solutions tailored to your radiology department's unique needs. Ready to optimize your equipment and budget? **Contact us to discover your options and choose the perfect package for your needs**



Exclusions to coverage

Our warranties, Extended Warranty and SMAs offer broad coverage, but certain exclusions apply:

- > **Not covered:** Accidental breakage and intentional damage, normal wear and tear, marring and scratching.
- > **Battery replacements** are not included in the standard agreements, but coverage can be extended to include batteries for an additional fee.
- > **DR detectors:** Only covered under the Detector Care program for accidental damage.
- > **Other exclusions:** Damage from natural disasters (floods, earthquakes, volcanic activity), situations from war/military actions, electrical issues (power surges), extreme temperature/humidity, employee criminal acts, or loss of items belonging to the system.



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