

ergotron®

moving you forward

Certified Service Packages

- All-inclusive approach is a predictable investment that includes:
 - Installation and integration
 - Next-business-day, on-site service
 - Preventive maintenance
 - Extended warranties
 - In-warranty and post-warranty repairs
 - In-depth product training on site
 - Equipment audit and health check
- Our certified service technicians can help you:
 - Seamlessly integrate and deploy products, including integrating hardware, making proper adjustments and managing cables
 - Help prevent costly downtime
 - Alleviate burdens on internal resources
- Available pre- and post-sale



OFFERING PEACE OF MIND SO YOU CAN FOCUS
ON YOUR BUSINESS

From expert product installation and preventive maintenance to next-day, on-site service, Ergotron offers a variety of service packages to meet your organization's ongoing product support needs.

Certified service packages provide peace of mind for all stakeholders and protect your investment by providing:

Predictability: Less time-consuming troubleshooting and costly surprises

Reliability: Maintain product performance and mitigate risks

Productivity: Support uptime and alleviate the burden on your IT team

Investing in Ergotron certified services means more time for caregivers, IT personnel, technicians and administrators to support meaningful care.



Certified Service

Non-powered StyleView® and CareFit™ medical carts, StyleView wall mounts, mobile workstations

SLA battery-powered StyleView Carts

LiFe battery-powered StyleView Carts

LiFe battery-powered StyleView Carts, imaging tables, powered desks, charging systems

	WARRANTY only	BRONZE package	SILVER package	GOLD package	PLATINUM package
Access to Ergotron Customer Care*	YES	YES	YES	YES	YES
Next-business-day, on-site technicians	N/A	YES	YES	YES	YES
Additional product assistance from Ergotron Technical Support**	N/A	YES	YES	YES	YES
On-site parts within 2–3 business days	YES	YES	YES	YES	YES
Ergotron-certified parts	YES	YES	YES	YES	YES
Ergotron technicians	N/A	YES	YES	YES	YES
Extended warranty for the entire term of uplifted service packages	N/A	YES	YES	YES	YES
eKinnex™ fleet management	YES	YES	YES	YES	YES
StyleView battery replacement	N/A	N/A	N/A	YES	YES
StyleView battery delivery and removal	N/A	N/A	N/A	YES	YES
Equipment audit and health check	N/A	YES	N/A	N/A	YES
Preventive maintenance	Available with purchase of SRVC-PMP***	YES	Silver Plus only	N/A	YES

* Free 24/7 support in North America and support during country hours in English, Spanish, French, Dutch, Italian, Russian, German, Mandarin and Japanese. Real-time chat and email support available.

** Certified technical support professionals work to troubleshoot product and installation issues, manage service contracts, handle dispatching and answer/resolve warranty questions and issues.

*** Includes a 34-point cart inspection, a nine-point power system inspection (if applicable) and a detailed service report on all evaluated carts.



eKinnex cloud-based technology: Proactive fleet management for modern healthcare

Healthcare staff learn to expect the unexpected. eKinnex adds reliability by allowing your IT team to centrally manage your medical cart fleet to keep your carts ready when they're needed most.

- Secure web-based software monitors your fleet in real time, helping reduce downtime
- User-friendly portal provides key insights into drawer access, battery life and more
- Proactively tracks cart health so you can streamline service and maintenance

For more information, contact servicesales@ergotron.com

Download additional resources at ergotron.com.

For more information:

USA & Canada: 800.888.8458 / +1.651.681.7600 / insidesales@ergotron.com

EMEA: +31.33.45.45.600 / info.eu@ergotron.com

APAC: apaccustomerservice@ergotron.com

LATAM: +1.800.681.1820 / info.latam@ergotron.com

Custom: custom@ergotron.com

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Literature made in the U.S.A.

Content subject to change.

Ergotron devices are not intended to cure, treat, mitigate or prevent any disease.

Patent information available at www.ergotron.com/patents.

