

 **CadCare**





The customer care Cadwell provides is unmatched in the neuro world. Our CadCare Customer Support Programs give you additional options including extended service plans, the CadLink Software Support and Maintenance Program, and PSG, LTM and EMU 24/7 Premium Support.

## CUSTOMER SUPPORT PROGRAMS

With the purchase of each Neurodiagnostic or Intraoperative Monitoring system from Cadwell, you acquire a lifetime CadCare membership <sup>a</sup>, a limited factory warranty <sup>b</sup>, and limited Software Maintenance Support <sup>c</sup>. Increase your coverage on hardware with an Extended Service Package, which may include bundled discounts for support benefits, and multi-unit and multi-year discounts.

Limited Warranty	CadCare Membership	Benefits	Extended Service Plan Options			
			1	2	3	4
✓	✓	Live phone answering (M - F 4:30 a.m. - 5 p.m. PT)	✓	✓	✓	✓
✓	✓	Phone support for general software application & hardware troubleshooting questions (M - F 6:30 a.m. - 5 p.m. PT)	✓	✓	✓	✓
✓	✓	PSG, LTM & EMU after-hours support for patient care disruptions	✓	✓	✓	✓
✓	✓	Software upgrades (for purchased licensed features)	✓	✓	✓	✓
✓	\$	Custom report creation	\$	\$	✓	✓
✓	✓	Maintenance with existing reports	✓	✓	✓	✓
✓	\$	Application training via webinar	✓	✓	✓	✓
✓	\$	Diagnostic Remote Web Support	✓	✓	✓	✓
✓	\$	Preventative Maintenance (scheduled PM & 7-day turn options available in Extended Service Plans)	\$	\$	✓	✓
✓	\$	Equipment loaners	\$	\$	✓	✓
✓	\$	Shipping & handling of repairs & loaners	\$	\$	✓	✓
✓	\$	Cadwell parts & labor (basic extended warranty)	\$	✓	✓	✓
\$	\$	Expedited equipment repair	\$	\$	✓	✓
\$	\$	Workstation setup & configuration beyond original equipment install	\$	\$	\$	✓
✓	\$	Non-Cadwell peripheral equipment coverage <sup>d</sup> (e.g. PCs & printers)	\$	\$	\$	✓
•	•	One-time discount for computer replacement	•	•	•	30%
✓	\$	Software Maintenance and Support Plan (discounts available)	\$	\$	20%	30%
\$	\$	PSG, LTM & EMU 24/7 Premium Support Plan (discounts available)	10%	20%	30%	✓

**Legend:** ✓ = included, \$ = available as a purchasable option, • = not available.

**a** Lifetime means the functional lifetime of the equipment, during which Cadwell is able to service, support and provide software updates for the piece of equipment; functionality may slowly diminish as software updates are no longer provided and parts become obsolete, at which time the functional lifetime of the equipment may cease.

**b** Limited Factory Warranty coverage is 12 months for new equipment or six months for refurbished equipment purchased from Cadwell.

**c** Software Maintenance and Support Plan during limited warranty period covers 12 months for new equipment or six months for refurbished equipment purchased from Cadwell.

**d** Coverage applies only to equipment purchased from Cadwell.

# SOFTWARE MAINTENANCE PLAN

**Your CadLink or CadLink Lite software purchase includes our Software Maintenance Plan. Each subsequent year, you will receive an automatic notice to renew your plan.**

## Benefits include:

- ✓ CadLink software telephone support (M-F 6:30 a.m. - 5 p.m. PT, excluding holidays and weekends <sup>e</sup>)
- ✓ Diagnosis of network problems or performance issues impacting the proper operation of Cadwell applications
- ✓ Assistance with large-scale Cadwell application upgrades <sup>f</sup>
- ✓ Application support for infrastructure changes <sup>f</sup>
- ✓ Large-scale workstation and client application updates when upgrading existing PCs and laptops <sup>f</sup>
- ✓ Citrix/RDP Server support with Cadwell applications post equipment installation <sup>f</sup>
- ✓ Access to the Cadwell Enterprise and Application Support teams at no additional charge
- ✓ Semi-annual remote application performance and maintenance checks <sup>g</sup>
- ✓ Semi-annual scheduled calls with the Cadwell Enterprise support team <sup>g</sup>
- ✓ Appointment of a single Cadwell contact <sup>g</sup>
- ✓ New licensable software features discounted at 30% off list price

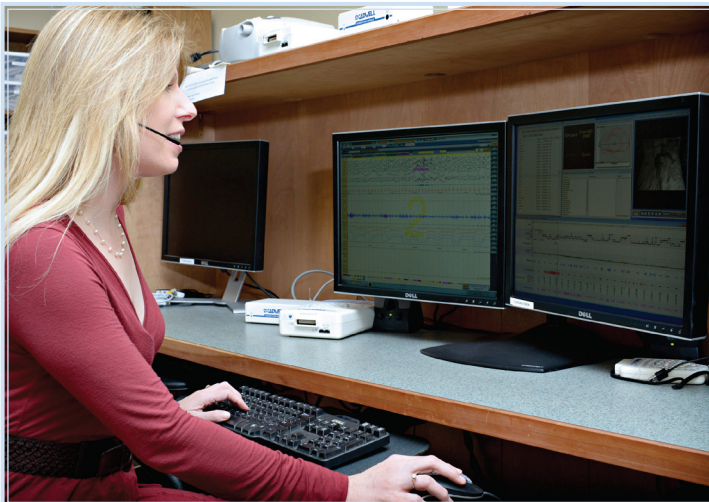
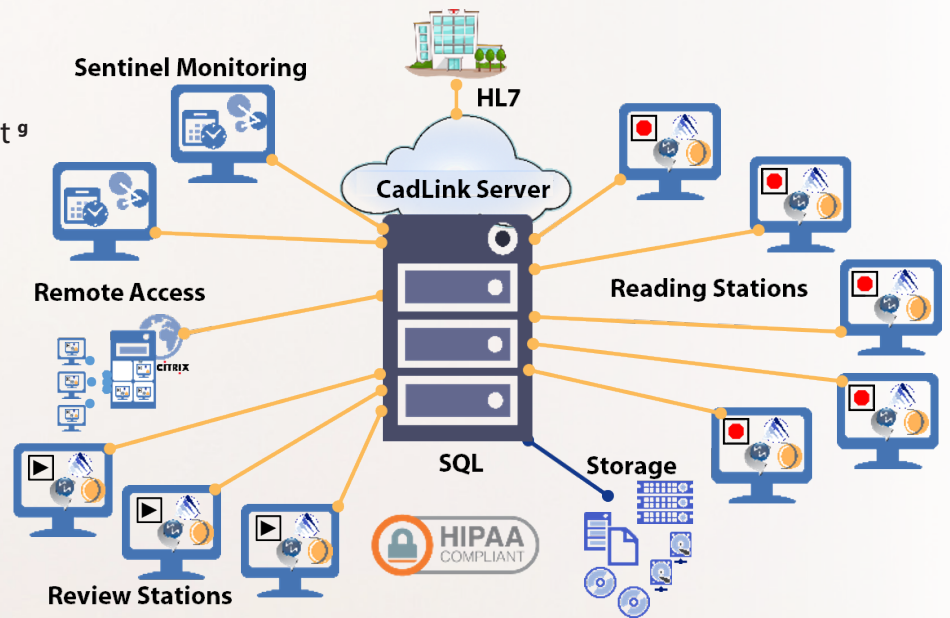
## Additional options include:

- § Planning and designing network configuration
- § Detection, diagnosis and resolution of network performance issues

<sup>e</sup> Technical support outside of normal working hours may be scheduled.

<sup>f</sup> Services provided apply only to CadLink products for which Cadwell software was purchased.

<sup>g</sup> Regional server, HL7 and multiple facility environments only.



## PSG, LTM & EMU 24/7 PREMIUM SUPPORT

**Cadwell now offers dedicated 24/7 Premium Support for sleep and brain monitoring**

### Benefits Include:

- Phone and remote support coverage outside of normal working hours, including weekends and holidays
- General application support, operations questions, and report maintenance
- Scheduled appointments for customer follow-up
- Dedicated after hours support team
- Escalation path to senior support team

## CADCARE MEMBERSHIP ELIGIBILITY

When a Cadwell system is purchased directly from Cadwell, that equipment is automatically enrolled in the CadCare Membership Program for as long as you own that equipment.

If your Cadwell equipment was purchased from a third-party seller, you must enroll that equipment in the CadCare Membership Program for \$1,200 per system, per year of membership, or pay for all services.

# THE CADWELL STORY

John Cadwell, BSEE, MD, saw a need for innovative and reliable neurophysiology instruments during his residency at the University of Washington School of Medicine.

John combined his experience in electrical engineering and medicine to design the world's first microprocessor-controlled EMG instrument. Together with his brother, Carl Cadwell, DDS, John formed Cadwell in 1979.

In the 1980s, Cadwell developed the best-selling 5200A EMG and the Spectrum 32 EEG.

In the 1990s, Cadwell's Sierra took over the EMG line and Cadwell introduced Cascade IONM and Easy EEG.

In the 2000s, Cadwell developed the industry's best integrated report generator and introduced Easy PSG.

Lately, we have expanded our headquarters and opened offices in China and Germany. Our global sales and support teams help physicians and medical centers worldwide help their patients.

Today, our brands include Arc EEG, LTM and ICU cEEG; Cascade<sup>®</sup> IONM; Sierra<sup>®</sup> EMG and EP with integrated ultrasound; Easy<sup>®</sup> PSG and CadLink<sup>™</sup> data management.

Cadwell is staying true to its mission: helping you help others.



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