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.

Billable Services
If you are not automatically enrolled in, or choose not to join, the CadCare Membership Program, you must pay for billable services including Cadwell Service and Cadwell Software Maintenance Support.

**Cadwell Service** is billed at a rate of $210/hour, with a minimum labor charge of $300 per incident and includes, but is not limited to:

- Remote and phone support
- After hours support on Sleep, LTM and EMU equipment
- Support not part of the original equipment purchase, including setup and configuration of computers, camera replacements, etc.
- New report generation and report maintenance
- Equipment repairs, loaner equipment, and shipping and handling
- Application training
- Site visits

**Cadwell Software Maintenance Support** is billed at a rate of $350/hour, with a minimum labor charge of $500 per incident and includes, but is not limited to:

- CadLink software telephone support
- Diagnosis of network problems or performance issues impacting the proper operation of Cadwell applications
- Assistance with large-scale Cadwell application upgrades
- Application support for infrastructure changes involving Cadwell applications
- Cadwell HL7 interface support

See [www.cadwell.com/CadCare](http://www.cadwell.com/CadCare) for additional information