



CadCare Support Plans

CadCare® Support Plans go beyond diagnosis and repair, providing comprehensive support that ensures your equipment stays up and running at every moment. Invest in one of four tiers tailored to the size and needs of each organization, or customize your benefits.

Support plan	Recommended for	Included benefits
Standard Part No. 8004230	Small practices that want reliable support during normal business hours.	• Access to Cadwell's Product Support team • Expedited loaner equipment • Covers shipping, labor, software, spare parts, and repair costs • Annual refresher training to keep your clinical staff confident, current, and fully equipped to use your Cadwell system
Advanced Part No. 8004231	Clinics with limited in-house support who need proactive care to maximize uptime.	• Everything promised through our Standard Support Plan • Proactive preventive maintenance • Software updates, database maintenance, and proactive cable replacement, keeping your systems fast and reliable
Premium Part No. 8004232	Facilities requiring 24/7 access to support and faster repairs.	• Everything promised through our Advanced Plan • 24/7, 365-day access to Product Support • Priority turnaround for repairs to minimize downtime • Report design, HL7 scripting, and network re-evaluation at no additional cost • Annual technical training for your Biomed and IT teams
Premium+ Part No. 8004233	Specialized care environments, including Epilepsy Monitoring Units, where uptime is critical.	• Everything promised through our Premium Plan • Remote, real-time infrastructure monitoring to catch issues before they happen • On-site preventive maintenance • Quarterly on-site clinical and technical training to keep your teams fully prepared • A dedicated Cadwell Account Manager working alongside your hospital staff



Ready to find the right plan for your facility?

Contact us today to discuss which CadCare Support Plan is the best fit for your team's needs.

www.cadwell.com/cadcare

Product support Weekdays: 8:00 a.m. - 5:00 p.m. local time

Clinical application support Guidance for clinical teams on product use and issue identification	✓	✓	✓	✓	✓
Technical support (hardware/software/network/cloud) Assistance with technical questions and issue resolution	✓	✓	✓	✓	✓
After-hours recording support 365-day, 24 x 7 active recording support (for EEG LTM and PSG customers)	✓	✓	✓	✓	✓
After-hours product support 365-day, 24 x 7 general product support (for EEG LTM and PSG customers)				✓	✓
Dedicated account manager Personalized support, including quarterly on-site visits					✓

Annual preventive maintenance (PM)

Interim loaner provision Proactive loaner device available when Cadwell-sourced devices undergo PM service			✓	✓	✓
Device performance check Device functionality and electrical safety check			✓	✓	✓
Device performance re-verification Comprehensive re-verification of all device specifications (upon request)			✓	✓	✓
Firmware and software upgrade program Upgrades delivered remotely or during device return for PM			✓	✓	✓
Proactive cable replacement program Routine replacement of frequently used interconnection cables			✓	✓	✓
Annual CadLink™ data clean-up and archiving Remote cleanup and archiving (upon request)			✓	✓	✓
Professional services coverage Report design, HL7 scripting, and network re-evaluation (no additional PO required)				✓	✓
Fast-track PM On-site PM completion and proactive Datadog infrastructure monitoring					✓

Corrective maintenance (CM)

Interim loaner provision Expedited loaner shipment when Cadwell-sourced devices are returned for CM	✓	✓	✓	✓	✓
Cadwell-supplied spare parts All Cadwell spare parts required for repair included	✓	✓	✓	✓	✓
Labor All labor required for repair included	✓	✓	✓	✓	✓
CadLink maintenance Remote CM support (upon request)	✓	✓	✓	✓	✓
Restoration of preferred reports, configurations, and PC images Reinstallation of customer's preferred setting (upon request)	✓	✓	✓	✓	✓
Fast-track CM Expedited troubleshooting and repair completion				✓	✓

Annual training

Clinical application training and retraining Remote training for clinical users	✓	✓	✓	✓	✓
Service training, retraining, and certification Remote training for biomed and IT support teams				✓	✓
On-site training Quarterly on-site training for staff and support teams					✓

Annual support plan charge (expressed as a percentage of system purchase price)	6%	9%	12%	15%
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Supplemental support discounts

Product replacement discount For obsolete or irreparable Cadwell devices			30%	30%
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*Cadwell's Warranty is 1 year for new hardware equipment, or six months for refurbished hardware equipment.

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