



## dVComplete Care Plan Features and Benefits:

### Guaranteed Response Time

Our highly trained Field Service Engineer Team guarantees a prompt, dependable and accurate resolution to even the most complex technical issues. With a service organization strategically located across Europe, our Customer Service Department is able to provide a response within hours of notification and same-day service.

### da Vinci® Surgery Technical Assistance Support:

- Technical support from our experienced call team, direct to the OR
- Live TSE (Technical Support Engineer) within 15 minutes of your call
- Questions answered - for any technical or system usage question
  - User interface
  - Vision system calibration and set-up
  - Intra-operative system faults
  - Power-related problems
  - Instrument Issues
  - Network or *da Vinci* Surgical System integration questions
- *da Vinci* technical support available 24 hours a day, 7 days a week, 365 days a year.

### Software Enhancement and Updates

Periodic software updates ensure the system is always running the most current software version, optimizing system functionality.

### Preventive Maintenance (PMs)

Safety and reliability are our top priorities: Field Service Engineers perform required maintenance inspections to ensure your system adheres to current factory specifications and provides complete confidence for each surgical procedure performed.

### Parts Exchange

All parts are included for service and maintenance of the *da Vinci* System. Intuitive Surgical has partnered with a freight services company to keep parts inventoried throughout the world, ensuring access to all replacement parts within 24 hours. As a result, your system can be repaired promptly, on the first visit.

### da Vinci<sup>®</sup> OnSite<sup>™</sup> Remote Monitoring

Allows a dVSTAT<sup>™</sup> support engineer to remotely monitor the system for real-time diagnostic feedback, enabling a faster response time and prompt problem resolution.

### Endoscope Protection – Advanced Exchange Program

Next day service for replacement or repairs of endoscopes. The Advanced Exchange Program offers preferred pricing on repairs/replacements related to accidental scope damage.

### Multi-Year Service Contract Pricing Protection

Guaranteed multi-year pricing protection facilitates future budget planning and predicts system maintenance costs.

### Labor and Travel

Labor and travel conducted during normal business hours are included with our service plan. Intuitive Surgical Field Service business hours are Monday through Friday from 8:00 am to 5:00 pm local time, excluding company and national holidays.

### Continuous Improvement

Intuitive Surgical strives to stay at the forefront of technology and service by reinvesting in our customer services organization. A portion of your contract dollars support research and development for new service technologies and improved system support.

Intuitive Surgical  
European Headquarters:  
Chemin des Mûriers  
1170 Aubonne, Switzerland

Customer Service +41.21.821.20.30  
Fax +41.21.821.20.21  
[www.intuitivesurgical.com](http://www.intuitivesurgical.com)

Products or services described are not available in all countries. For more information or to place an order, please call Intuitive Surgical Customer Services in the U.S. at +1 888.409.4774. Outside the U.S., please contact your local representative or distributor. For the name of your local representative or distributor, please call Intuitive Surgical at +1 408.523.2100, +00800.46.88.78.74 or visit our website at [www.intuitivesurgical.com](http://www.intuitivesurgical.com). While clinical studies support the effectiveness of the da Vinci<sup>®</sup> System when used in minimally invasive surgery, individual results may vary. ©2010 Intuitive Surgical, Inc. All rights reserved. *Intuitive*<sup>®</sup>, *Intuitive Surgical*<sup>®</sup>, *da Vinci*<sup>®</sup>, *da Vinci S*<sup>™</sup>, *da Vinci Si*<sup>™</sup> *InSite*<sup>®</sup> and *EndoWrist*<sup>®</sup> are trademarks or registered trademarks of Intuitive Surgical, Inc. All other mentioned company names and products are used for identification purposes only and may be trademarks and properties of their respective owners. PN 870032 Rev B 2/10