



dVComplete Care Plan Features and Benefits:

Guaranteed Response Time

Our highly trained Field Service Engineer (FSE) Team guarantees prompt, dependable and accurate resolution to even the most complex technical issue. With a service organization strategically located throughout the country, our Service Support Team is able to provide a response within hours of notification, and same-day service.

dVSTAT - da Vinci® Surgery Technical Assistance Team™:

Because seconds count, the dVSTAT™ team provides:

- Immediate access to a Technical Support Engineer (TSE) during normal business hours, 6:00 am to 8:00 pm EST
- Questions answered for any technical or system usage question
 - User interface
 - Vision system calibration and setup
 - Intra-operative system faults
 - Power related problems
 - Instrument Issues
- Network or da Vinci Surgical System integration questions
- No transfers: Simply the highest level of support every time
- da Vinci technical support available 24 hours a day, 7 days a week, 365 days a year

dVSTAT value statements:

- **Patient:** Quickly resolves system issues to ensure completion of the da Vinci procedure, to minimize complications or unnecessary trauma
- **OR Staff:** Bolsters confidence in dealing with complex system issues and questions, and reinforces their knowledge of the da Vinci Surgical System with timely information and guidance
- **Hospital Administration:** Protects their da Vinci investment by ensuring timely patient throughput and successful completion of da Vinci procedures

da Vinci® OnSite™ remote monitoring

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

Software enhancement and updates

Periodic software updates ensure your 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 system maintenance inspections to ensure your system adheres to current factory specifications and provide 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 country, ensuring access to all replacement parts within 24 hours. As a result, your system can be repaired promptly, on the first visit.

Endoscope Advanced Exchange Program

Next-day service for replacement or repair of endoscopes. The Advanced Exchange Program offers preferred pricing on repair/replacement 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 from 8:00 am to 5:00 pm local time ONLY, 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.

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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 +1 800-876-1310. 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. While clinical studies support the effectiveness of the *da Vinci*® System when used in minimally invasive surgery, individual results may vary. ©2010 Intuitive Surgical, Inc. All rights reserved. Intuitive®, Intuitive Surgical®, *da Vinci*®, *da Vinci*® S™, *da Vinci*® Si™, *InSite*® and *EndoWrist*® 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 873223 Rev A 2/10