

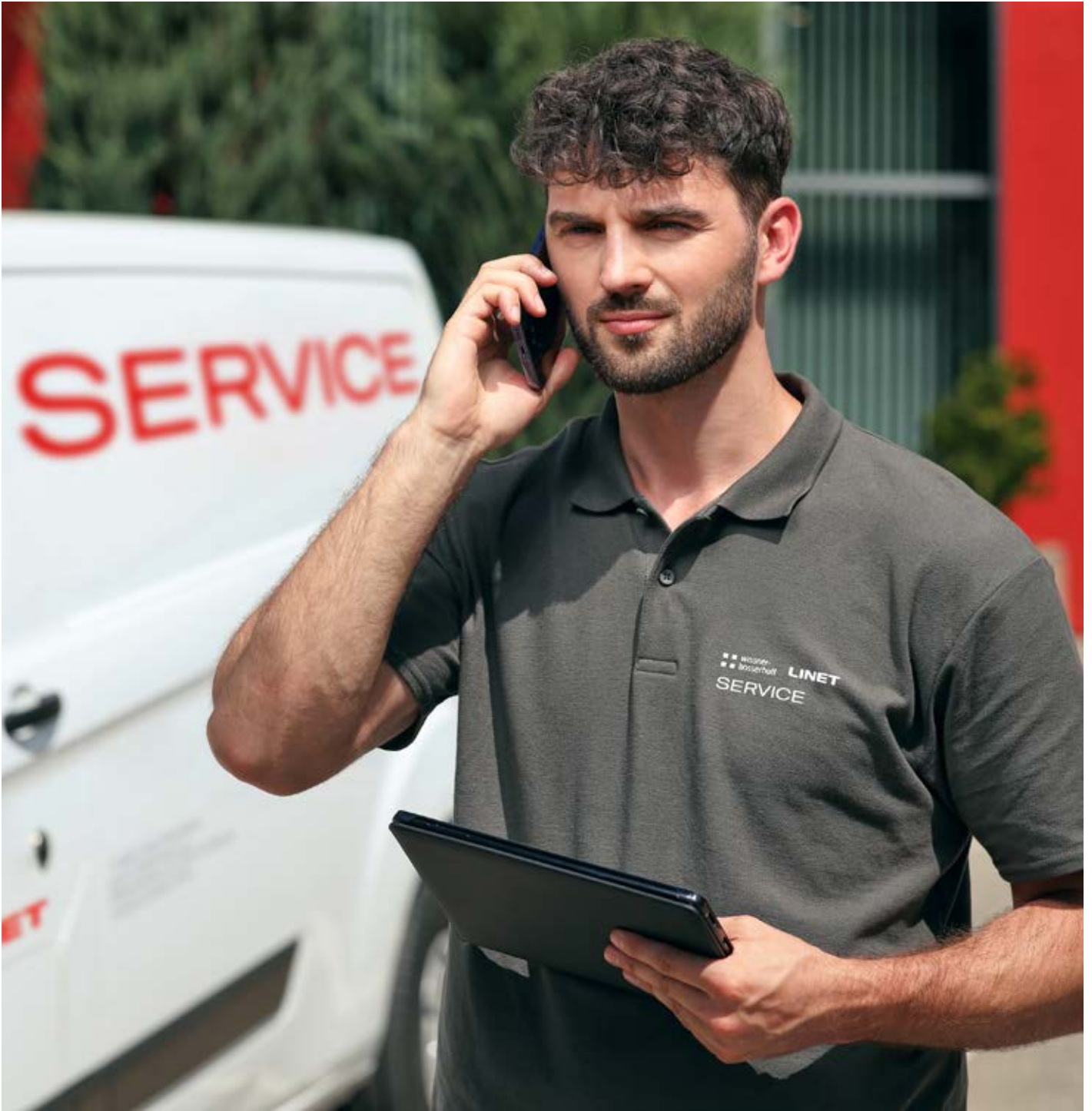
AFTER SALES SERVICE

 **wissner-
bosserhoff**

LINET

Members of LINET Group

Empowering Better Care



Customized After Sales Services

WHY AFTER SALES SERVICES?



In healthcare, the safety and functionality of medical equipment like advanced care beds and mattresses are crucial. At LINET Group, we have provided over 1.3 million bed frames, supported by 500 technicians to ensure optimal performance.

Our After Sales services focus on safety, cost optimization, and equipment reliability. This proactive maintenance approach prevents malfunctions, enhances patient safety and comfort, and allows professionals to focus on providing care.

Effective support ensures equipment longevity, minimizes downtime, and maintains safety compliance, ultimately

Empowering Better Care

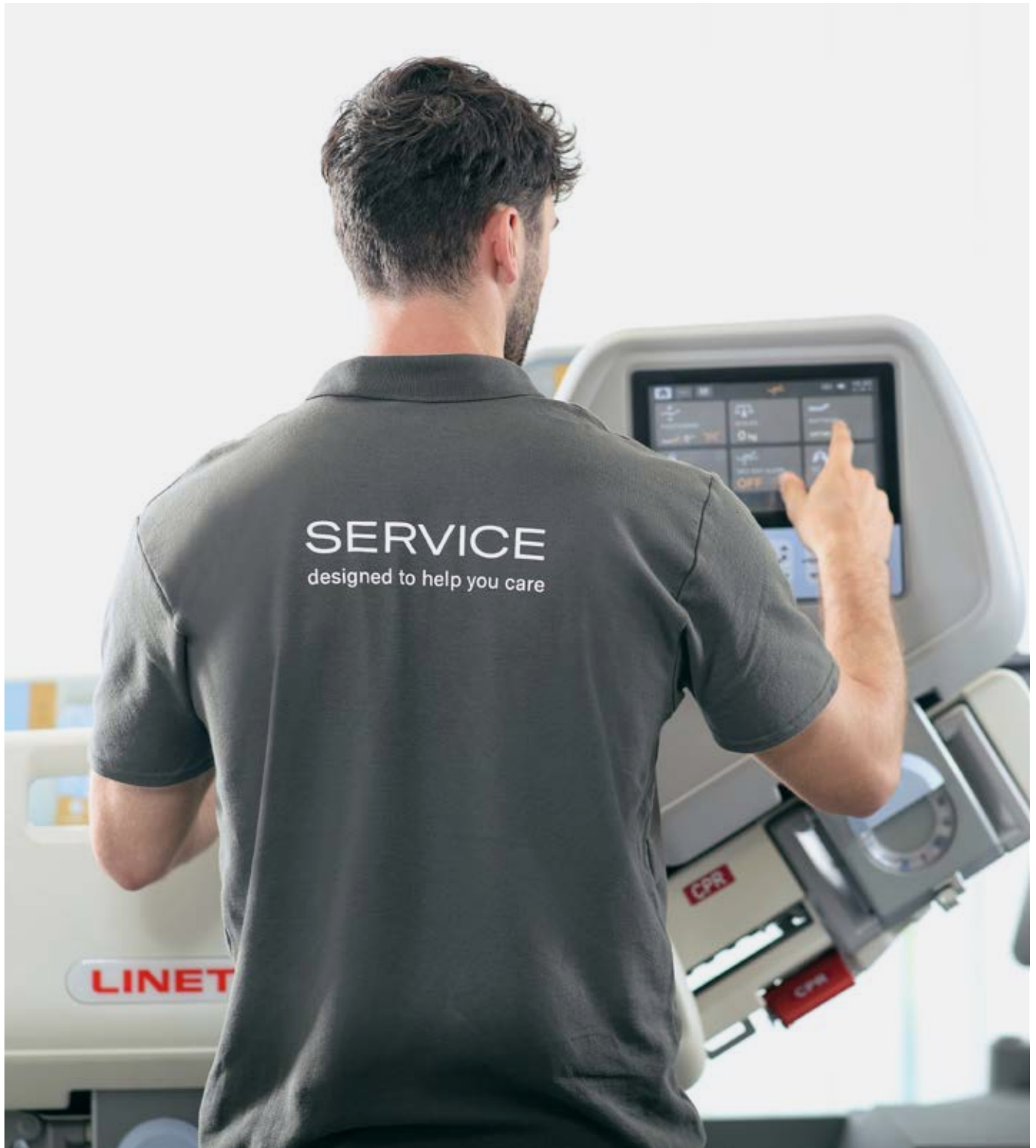
by contributing to more efficient healthcare systems and better patient outcomes.





AFTER SALES SERVICES

Empowering Better Care



SAFETY AT THE CORE



Preventive maintenance ensures equipment safety, functionality, and integrity to reduce failures.



Installed base audit assesses medical equipment for reliable quality maintenance.



Safety checks evaluate and document electrical and additional safety issues.

QUALITY-DRIVEN COST OPTIMIZATION



Authorized parts for best performance and safety, ensured for fit and function.



Repair service provides professional, high-quality maintenance for product longevity.



SmartTracking by Blyott aids caregivers with real-time, precise tracking of hospital assets and patients.

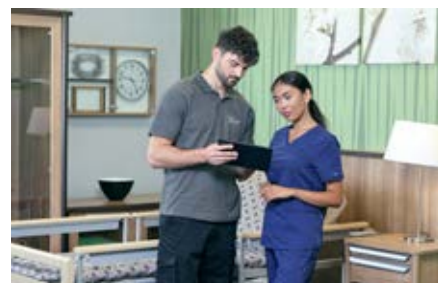
EFFICIENT OPERATIONS ENHANCING USER EXPERIENCE



Digital care service supports internal technicians and product staff.



Remote troubleshooting aids in product repair and diagnosis via video conferencing.



On-site service training
Certified technician delivers on-site training for annual repair, safety, and maintenance.



SAFETY AT THE CORE

CHALLENGE

- Ensure a **safe and fully functional medical device** over its lifetime.
- Unexpected breakdowns result in **costly repairs** and **distract medical staff**.
- Limited capacity for thorough decontamination can **increase the risk of hospital-acquired infections**.



SOLUTION



PREVENTIVE MAINTENANCE

Includes safety and functionality checks, basic repairs, and simple component replacements it all help reduce repair costs, extend asset lifespan, and ensure workplace safety.



INSTALLED BASE AUDIT

Assesses product lists, defects, and conditions, offering cost savings and improved quality management through regular risk reports.



SAFETY CHECKS

Assess insulation, document defects, and prevent shocks or fires, ensuring legal compliance and cost-effectiveness.



CLEANING AND DISINFECTION

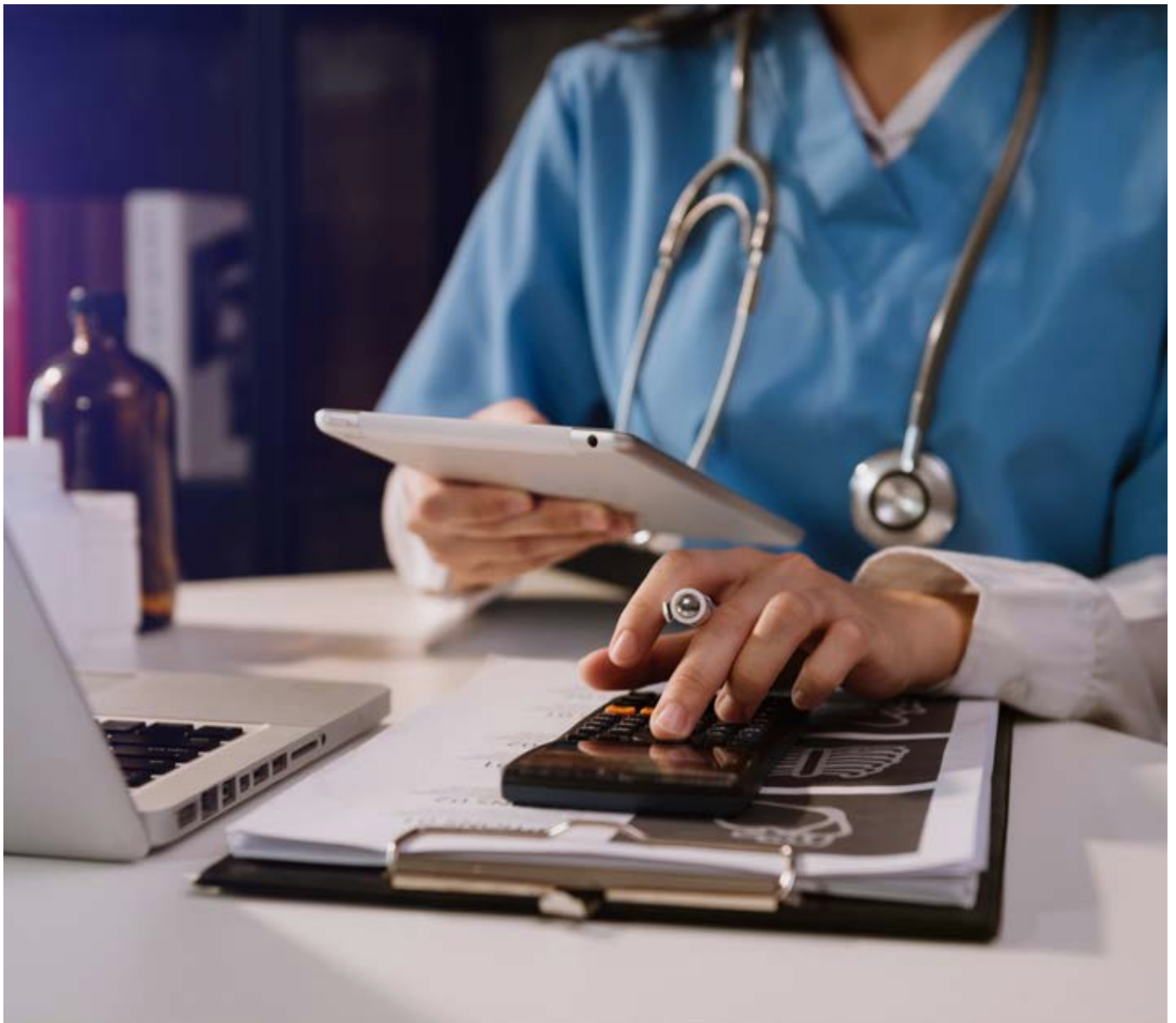
Helps prevent the spread of healthcare-associated infections and reduces the risk of patients acquiring infections during their stay.



QUALITY-DRIVEN COST OPTIMIZATION

CHALLENGE

- An **incompatible and untested component** can have an impact on the safety and functionality of the entire product.
- **Insufficient expertise** decreases equipment uptime, diverting attention from patient.
- The **constant search for the appropriate medical device** is a waste of staff time.



SOLUTION



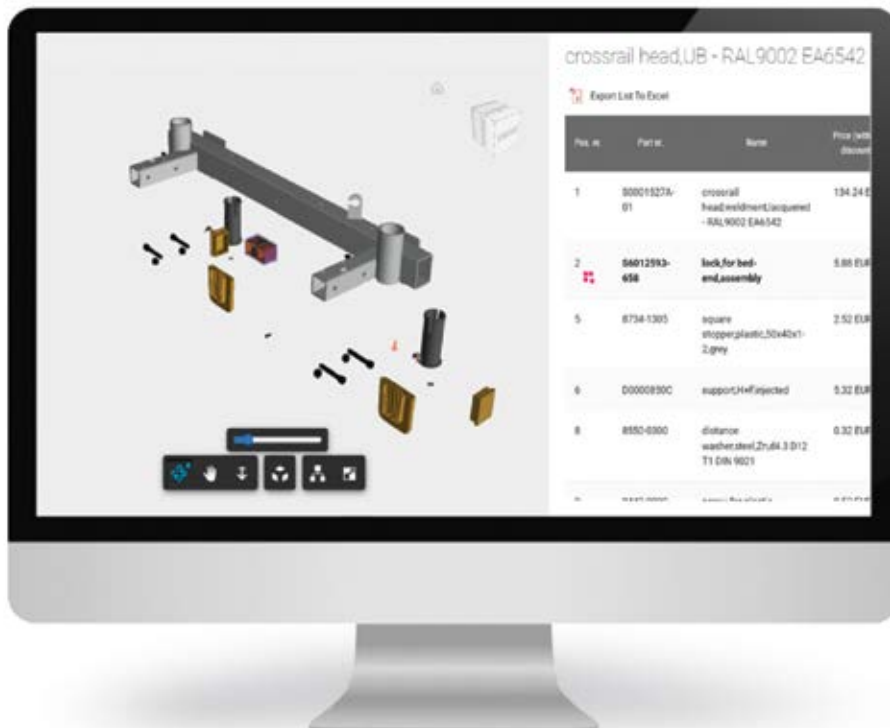
AUTHORIZED PARTS

Ensure peak performance, safety, and adherence to strict standards, guaranteeing functionality, durability, and perfect fit.



REPAIRS

Our repair service offers high-quality, professional repairs with trained technicians, ensuring quick, effective outcomes and guaranteed safety.



SMARTTRACKING by Blyott

Offers real-time monitoring of hospital beds and assets, streamlining management and oversight for efficient operations, with online tracking and regular reports on device utilization.



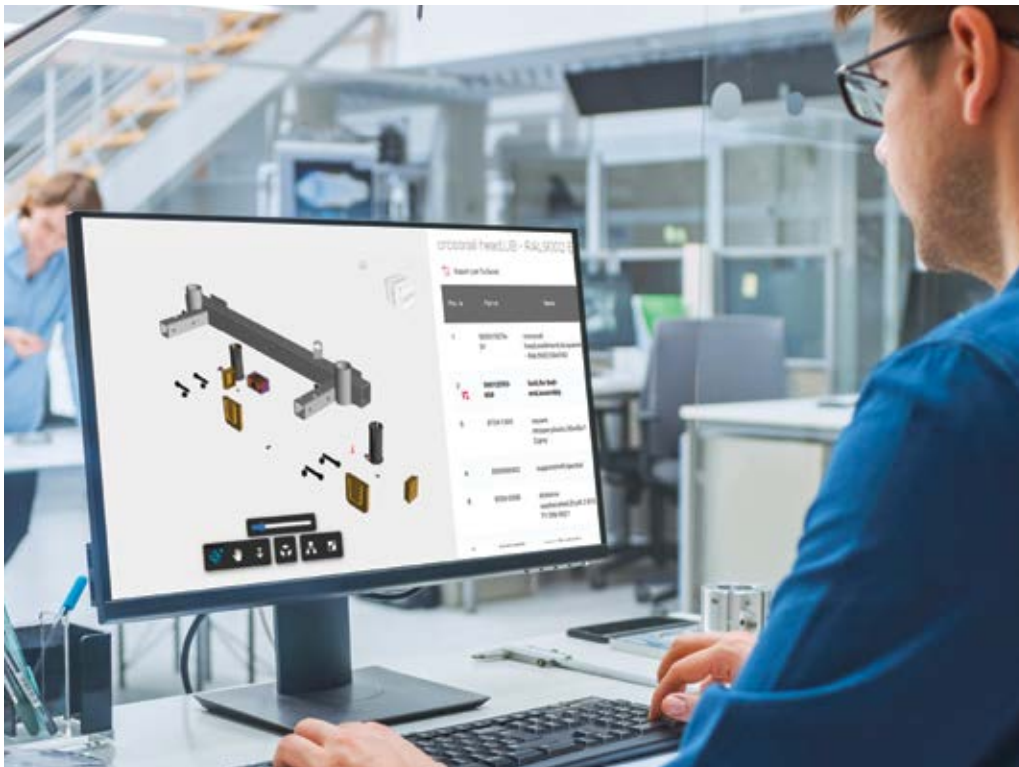
EFFICIENT OPERATIONS ENHANCING USER EXPERIENCE

CHALLENGE

- Staff **cannot easily identify the right parts** and find the technical instructions.
- **Unable to quickly diagnose** the root cause of an error.
- **Lack of technical knowledge** and skills to provide high-quality service.



SOLUTION



DIGITAL CARE

Offers accessible tools from anywhere, enhancing support efficiency for technicians with consolidated resources like service documentation, a parts finder, and diagnostics.



REMOTE TROUBLESHOOTING

Via video conferencing assists in efficient repair and fault identification, saving time and ensuring quick, effective service.



ON-SITE SERVICE TRAINING

Conducted by certified technicians covers repairs, safety checks, and maintenance, ensuring skillful execution and includes tips and time-saving techniques for future services.

AFTER SALES PROGRAMS



LINET introduces a broad spectrum of support programs, designed to cater to various needs. From essential remote assistance to comprehensive solutions, we ensure that every customer finds the ideal level of support to meet their requirements.



REMOTE ASSISTANCE

provides essential support for basic needs.



FLEXIBLE ASSISTANCE

dynamically adapts to meet diverse individual needs, ensuring personalized support.



COMPLETE ASSISTANCE

ensures full coverage, addressing every need with customized, efficient solutions.



COMPLETE ASSISTANCE PLUS

ensures full coverage, including pre-paid spare parts, for every need with customized, efficient solutions.



REMOTE ASSISTANCE

YOUR NEED

- Ensure comprehensive service and technical training to guarantee medical device uptime.
- Have access to all technical information, including detailed service instructions.
- Guarantee fast and quality support in case of special situations.

SOLUTION

Remote Assistance solution offers essential support for your medical equipment with safety checks, audits, online technical documentation, remote troubleshooting, and annual on-site service training.

Prevention

Safety checks	☐	Conduct electrical checks and document safety defects
Preventive maintenance	—	
Repairs	—	
Installed base audit	☐	Medical equipment reliability through detailed audits and maintenance reports

Authorised parts

Authorized Parts Discount	☒	Discount on original spare parts
Pre-paid spare parts (excl. accu & misuse) ¹	—	

Support

Digital Care	☒	Online access via Customer Portal to latest technical documentation
Remote trouble-shooting	☒	Professional LINET help online
On-site Service Training	☒	Annual training on all products in your install base for technical staff

☒ Included service in the program

☐ Optional service



FLEXIBLE ASSISTANCE

YOUR NEED

- Full flexibility in the choice of services.
- Mix and combine services to suit my needs and share responsibilities between Service vendor and me.
- Full support while keeping the flexibility for change.
- Single point of contact for technical & customer support.

SOLUTION

Flexible Assistance solution offers customizable options for optimal equipment performance, including safety checks, preventive maintenance, repairs, audits, discount on spare parts, access to pre-paid parts, online documentation, troubleshooting, and annual on-site training.

Prevention

Safety checks	☐	Conduct electrical checks and document safety defects
Preventive Maintenance	☐	Ensures equipment safety, function, and reliability to prevent failures
Repairs	☐	Provides expert, quality maintenance support
Installed base audit	☐	Medical equipment reliability through detailed audits and maintenance reports

Authorised parts

Authorized Parts Discount	☒	Discount on original spare parts
Pre-paid spare parts (excl. accu & misuse) ¹	—	

Support

Digital Care	☐	Online access via Customer Portal to latest technical documentation
Remote trouble-shooting	☐	Professional LINET help online
On-site Service Training	☐	Annual training on all products in your install base for technical staff

☒ Included service in the program

☐ Optional service



COMPLETE ASSISTANCE

YOUR NEED

- Maintain long-term stable labor and service costs.
- Secure medical device, including assurance of compliance with regulatory requirements.
- Full product support ensuring that the product is used correctly in a medical environment.
- Full service support without spare parts pre-paid.

SOLUTION

Complete Assistance solution provides comprehensive support for your medical equipment, including safety checks, preventive maintenance, expert repairs, detailed audits, discount on original spare parts, and online access to technical documentation.

Prevention

Safety checks	●	Conduct electrical checks and document safety defects
Preventive Maintenance	●	Ensures equipment safety, function, and reliability to prevent failures
Repairs	●	Provides expert, quality maintenance support
Installed base audit	●	Medical equipment reliability through detailed audits and maintenance reports

Authorised parts

Authorized Parts Discount	●	Discount on original spare parts
Pre-paid spare parts (excl. accu & misuse) ¹	—	

Support

Digital Care	●	Online access via Customer Portal to latest technical documentation
Remote trouble-shooting	—	
On-site Service Training	—	

● Included service in the program

○ Optional service



COMPLETE ASSISTANCE PLUS

YOUR NEED

- Uncompromising service support at a fair price.
- I am interested in a flat rate for the performance of service activities over the life cycle.
- Secure medical device, including assurance of compliance with regulatory requirements.
- I need to be able to rely on full product support to ensure that the product is used correctly in a medical environment.

SOLUTION

Complete Assistance Plus solution provides comprehensive support for your medical equipment, including safety checks, preventive maintenance, expert repairs, detailed audits, discount on original spare parts, and access to prepaid spare parts, ensuring your equipment's safety, function, and reliability.

Prevention

Safety checks	●	Conduct electrical checks and document safety defects
Preventive maintenance	●	Ensures equipment safety, function, and reliability to prevent failures
Repairs	●	Provides expert, quality maintenance support
Installed base audit	●	Medical equipment reliability through detailed audits and maintenance reports

Authorised parts

Authorized Parts Discount	●	Discount on original spare parts
Pre-paid spare parts (excl. accu & misuse) ¹	●	

Support

Digital Care	—
Remote trouble-shooting	—
On-site Service Training	—

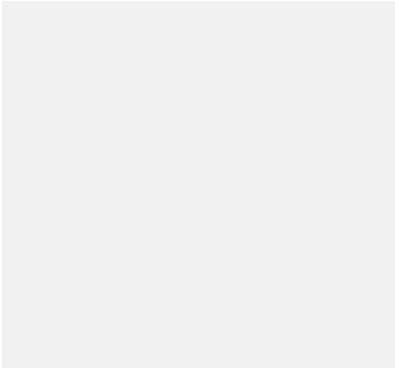
● Included service in the program

○ Optional service

OVERVIEW OF AFTER SALES SERVICE PROGRAMS

REMOTE ASSISTANCE

FLEXIBLE ASSISTANC



Prevention

Safety checks



Preventive Maintenance



Repairs



Installed base audit



Authorised parts

Authorized Parts Discount



Pre-paid spare parts
(excl. accu & misuse)¹



Support

Digital Care



Remote trouble-shooting



On-site Service Training



Included service in the program

Optional service

E

COMPLETE
ASSISTANCE



COMPLETE
ASSISTANCE PLUS



SAFETY AT THE CORE

Enhancing the reliability of medical equipment through preventative care and systematic evaluations.



QUALITY-DRIVEN COST OPTIMIZATION

Maximizing product performance and lifespan through the use of certified components and expert servicing.



EFFICIENT OPERATIONS ENHANCING USER EXPERIENCE

Improving user experience with digital care for internal support and remote troubleshooting through online assistance.



LINET

Members of LINET Group

LINET spol. s r.o. | Želevčice 5, 274 01 Slaný | Czech Republic
tel.: +420 312 576 400 | fax: +420 312 522 668 | e-mail: info@linet.com | www.linet.com

