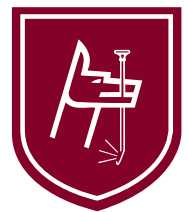




GUARDIAN

SERVICE BY RICHARD WOLF



Protecting Performance

GUARDIAN

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Guardian gives you the flexibility to choose the best service solution for your facility. We offer three levels of membership designed for customers with varying financial and clinical needs.

GUARDIAN PLATINUM

Budget certainty. Tailored coverage. Maximum turnaround.

Guardian Platinum is a full service coverage solution that offers budget certainty by eliminating unpredictable spikes in repair costs. As a Guardian Platinum member, your Richard Wolf instrumentation is covered under a full service agreement built around one fixed monthly payment. We tailor each Platinum service agreement to meet the specific needs of your facility, taking into account your equipment portfolio, procedure volume, and repair frequency.

Guardian Platinum delivers a long-term focus on preventative maintenance through in-service training and our Customer Education Program, both of which are designed to promote best practices for care and handling while reducing repair frequency. As an added benefit, you may also elect to receive an annual business review to evaluate repair frequency and cost reduction opportunities.

We understand that repair turnaround is critical. As such, Platinum members receive priority shipping through our Endoscope Repair Exchange Program. You also have access to our Guardian Competitive Trade Program, which allows members to replace outdated or non-functioning competitive endoscopes with their Richard Wolf equivalent at a significant discount.

GUARDIAN GOLD

A flexible, cost-effective approach to service.

We understand that some customers require the flexibility to manage repairs as they occur with no upfront costs. The solution: Repair-As-You-Go with Guardian Gold. This premium membership provides savings on all endoscope repair exchanges and discounts on time & material repairs of other devices. Guardian Gold offers cost savings on OEM-quality repairs and also gives members access to our Competitive Trade Program.

GUARDIAN SILVER

On-demand repair and replacement, without the commitment.

Guardian Silver gives you access to OEM-certified repairs with no commitment or upfront cost. When cases cannot wait, customers can take advantage of the speed and convenience of an endoscope repair exchange. With repairs that are less time-sensitive, members may save money through repairs quoted based on time and material costs only.