

Copeland healthcare support service agreements

What is included with Copeland Healthcare Support Service Agreements?

Accuracy and compliance are integral to the success of cold chain logistics and technology in healthcare. With Copeland Healthcare Support Service agreements, your organization can field high-quality storage temperature monitors with the support and expertise of Copeland by your side.

Standard

- Access to Copeland's help desk in case of any emergency need¹
- A 2-year hardware warranty with replacements at no charge (excluding labor) as a result of manufacturer's workmanship
- Annual remote access systems review and checkups, including Performance Reviews and Risk Assessment
- Unlimited software upgrades and builds on release
- Unlimited web-based training seminars
- Unlimited e-learning training

¹Standard I-Care hours M-F 8am - 8pm EST. Emergency Support excludes training, equipment registration, and administration issues.



On-site visit dates by an Copeland technician

Based on the scope of work and in collaboration with you, a Copeland technician, working on-site in consecutively scheduled 8-hour days, will evaluate all aspects of your Copeland enterprise system.

This may include, but is not limited to, assessments of field hardware conditions, communication systems integrity, and staff training. A final assessment report will include work performed, open issues and recommendations for next steps.

Optional services and support

Alarm Management and Dispatching

Use Copeland's 24-hour, year-round monitoring service, which includes scheduled business reports covering daily alarm trends, escalations, average response times, and more.

On-site calibration services

Regulations are complex and strict, and compliance can be challenging. TempTrak offers on-site calibration service for probes and transmitters in situ to improve the accuracy of the calibration.

Additional Benefits

All Copeland service agreements come with several benefits to support users:

- One-time waiver of Alarm Management Workflow setup fee
- First 100 alarm events free
- Discounted Cloud Services
- Discounted Advanced Analytics Services

All programs will be invoiced yearly at time of purchase based on the terms of the agreement.