

Total Protection Plan



SPECTRALIS®



HRT3 RCM



ANTERION® Imaging App

Service & Support

**HEIDELBERG
ENGINEERING**



**SERVICE +
SUPPORT**



Our Commitment to Service

Heidelberg Engineering is dedicated to providing exceptional service and support to optimize system performance. The Total Protection Plan provides peace of mind knowing your device and data are well-maintained and that assistance is only a call or email away.

Total Protection Plan*

Replacement Parts & Labor

All replacement parts and labor are covered.

On-site Field Service

Our highly skilled and certified Field Service Engineers can travel on site for remedial service.

Loaner Services

If your instrument requires in-house repair, a loaner instrument is provided for the duration of the repair.

Equipment Preventative Maintenance

A comprehensive annual health assessment of your system is conducted remotely to analyze system log files and note trends. You will receive a profile report with recommendations to keep your system operating at peak performance.

Software Maintenance

Total Protection Plan customers receive priority notification of new software releases.

Hardware/Network Support

We provide unlimited telephone assistance for issues related to troubleshooting, diagnostics or user operation.

“There is something remarkable and unique about Heidelberg service. With their immediate response to service needs, our concerns are promptly identified and addressed, and we are able to prevent any lengthy disruptions to patient care. The Heidelberg service team truly belongs to the customer.”

*Darlene Casbar, Clinical Manager
Retinal and Diagnostic Testing Services,
Cincinnati Eye Institute, Cincinnati, OH*

“Quality customer service is hard to come by, but the Heidelberg service team was knowledgeable, prompt, and went above and beyond to make sure all my questions were answered.”

*Sara Matthews, COT
McCarthy Eye Center, S.C., Oak Park, IL*

*Note: The Total Protection Plan is only available for SPECTRALIS devices with a SN above 2000, ANTERION, and HRT3 RCM.

Additional Support

Remote Login Support

Unlimited remote login support for fast diagnosis and resolution.

Online Support

Submit questions to our support team by email or HE-Lounge.com.

Applications Support

As experienced ophthalmic photographers and technicians, the Applications Support team can confidently address questions related to imaging technique, modalities, and instrument software.



Service / Support	Plan Customers	Non-Plan Customers
Replacement Parts & Labor	Included	Billable / Payable in Advance
On-site Field Service	Included	Billed at Standard Rate
Loaner Service	Free	Not Available
Equipment Preventative Maintenance	Free	Billed at Standard Rate
Hardware / Network Support**	Unlimited	Unlimited
Remote Login Support	Unlimited	Unlimited
Online Support	Unlimited	Unlimited
Applications Support	Unlimited	Unlimited

**Note: HEYEX 2 annual maintenance invoiced separately, when applicable.



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