



OS and 3rd Party Policy

As a service for our customers and as recommended in the pre and post guidance of the FDA, along with the HSCC JSP¹, Canon Medical System Corporation releases quarterly OS and 3rd party updates (referred to as 'Updates' hereafter) on supported systems to assist the healthcare facility in minimizing risk.

These updates, including the labor², are provided as standard offering to our warranty and service contract customers. For Time & Material customers, a list of verified/validated updates is provided at no cost.

Warranty & Service Contract Customers

As part of warranty and service contract, Canon Medical Systems will provide the installation and configuration of the updates to your imaging devices. To make sure not to interrupt your clinical workflow and patient care, Canon Medical Systems field service team will pre-arrange necessary system time with the applicable department for implementation of the updates.

Implementation of these updates are optional. The decision to allow Canon Medical Systems engineers to install the updates is at the healthcare facilities discretion.

Canon Medical Systems offers several levels of this service:

- Full service agreement: Canon Medical Systems installs/configures Updates.
- Partnership agreement: Canon Medical Systems installs/configures Updates or the healthcare facilities team, if properly trained, can request to have the procedure and documentation for installation. Any related telephone support to fulfill these Updates as included at no additional charge within their Partnership Agreement(s).
- PM Service agreement: Canon Medical Systems provides installers and instructions for the update. However, the labor hours are fee based per your PM service agreement

CANON MEDICAL SYSTEMS USA, INC.

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Time and Material (T&M) Customers

Canon Medical Systems offers the following options:

- A list of the updates and applicable systems/versions. The customer is responsible for the installation and configuration.
- A Canon Medical Systems trained engineer will install the applicable patches and ensure the proper installation of the patches at prevailing Demand Labor rates. For a quote, contact your local Canon Medical Systems service team at **(800) 521-1968**.

For any questions or concerns regarding OS and 3rd party updates, please email

CybersecurityRiskManagment@us.medical.canon

¹ <https://healthsectorcouncil.org/the-joint-security-plan/>

² For PM contracts, labor is not included at no cost. The fee based labor is determined by the PM contract.

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