

Ultrasound Reliance Program

PerformanceCARE



Unprecedented Flexibility

When it comes to your ultrasound systems, a flexible service plan is more important than ever before. Find coverage you can count on with Canon Medical USA Inc.'s Ultrasound Reliance Program, which offers a tier-based plan, generous service hours, and includes certain software updates and upgrades offering enhancements to previously purchased software features, to ensure that your ultrasound system consistently performs at the manufacturer's specifications. With options to change tiers and add on an extended warranty, Reliance delivers flexibility to change with your changing needs.

Grow as you Go

Canon Medical Systems USA understands that every site's needs are unique — and that they often evolve over time. With the Reliance Program, you only pay for what you need: Select a tier that best matches your transducer needs, ensuring the most cost-effective service coverage customized to your individual preferences.

Reliance Service Offering	Standard (ST) Transducer	Specialty (SP) Transducer	Platinum (PL) Transducer	Platinum Plus (PP) Transducer
Reliance – Standard During the warranty period, up to one (1) standard transducer per year will be replaced.*	1	Excluded	Excluded	Excluded
Reliance – Plus up to one (1) standard transducer and up to one (1) specialty transducer per year, will be replaced.*	1	1	Excluded	Excluded
Reliance – Platinum up to one (1) standard transducer and up to one (1) platinum transducer per year, will be replaced.*	1	Excluded	1	Excluded
Reliance – Platinum Plus up to one (1) standard transducer and up to one (1) platinum plus transducer per year, will be replaced.*	1	Excluded	Excluded	1

*Transducers not covered can be purchased at a discounted rate, offered to Reliance customers.
Hardware for software upgrades and updates is not included and can be purchased separately at a discounted rate.

Software Updates and Upgrades to Streamline Workflow

In a fast-paced and ever-changing industry, it's crucial to have the latest functionality, enhancements, and features for the very best patient care and safety. As one of the industry's most popular technology protection programs, Reliance is unique because it includes all software updates and one software upgrade a year during the coverage period.

UL Coverage type	Updates included	Upgrade included (1 per year/12 months)
Reliance / Reliance Extended Warranty	Yes	Yes
Full Service	Yes	No
Preventative Maintenance (PM) / 1st year warranty	Yes	No
Partnership	Yes	No
Time & Materials only	No	No

Extended Service for Increased Security

Canon Medical USA's ultrasound systems come with a one-year comprehensive manufacturer's warranty. For maximum peace-of-mind, it's simple to add on the Reliance Standard Extended Warranty Program, which extends the warranty period beyond the initial first year.

- Ultrasound units sold under this program receive extended warranty coverage on the base system.
- During the extended warranty period, up to one (1) standard transducer per year will be replaced, if needed due to defect.

Canon At Your Service

- **Canon Medical Systems USA, Inc. provides service labor and PM coverage during the warranty period at no charge to the customer between the hours of 8 a.m. - 5 p.m., Monday through Friday, excluding federal holidays**
- **98% uptime guarantee**
- **Telephone response time within 30 min: on-site response within 4 hours.**
- **InTouch Center access**
- **For any additional transducer replacements not covered under the Service Agreement, a 25% discount will be applied**

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