

Warranty information

So that our HeartStart MRx ALS Monitor customers can continue delivering reliable and effective patient care, we provide a variety of warranty offerings and preventative maintenance programs. Philips backs HeartStart MRx ALS with 1 year of on-site service. On-site service, requested through our Customer Care Solution Center, is provided by an authorized Philips service representative.

At the time of purchase, a 2-year repair and return warranty can be substituted for the standard 1-year on-site service warranty. To extend the coverage period of either warranty, service contracts can be purchased annually in 1-year increments.

M3536A Warranty Options at POS

- 1 Year On-Site (Standard Philips Warranty) – W01 (Default)
- 2 Year Return To Philips (Bench) – W22 Option
- 3 Year Biomed Alliance – WA2 Option

M3536A Post Warranty Service Contract Options

- On-Site
- Bench
- Biomed Alliance

Performance Assurance Contract available for both M3536A. Must be linked to an active warranty or service contract.

Service Method	Duration	Available
FSE On-site	1 year	Worldwide
Bench with loaner	2 years	USA & Canada
Biomedical Warranty (requires qualification)	3 years	U.S., Canada & Australia only