CHITTRONICS
FRIENDLY TECH EXPERTS

ERROR, DEFECT, OR MALFUNCTION DISCOVERED

YES

Was the Equipment Installed by Chittronics Technicians?

NO

YES

Severity 1 (High): Produces an emergency situation in which the Equipment is inoperable, produces incorrect results, or fails catastrophically? (Examples include: Server failure disabling communication to all door controllers, Branch Regional Controller failure, nurse console failure, centralized Code Call failure, or more than 2 patient rooms unable to communicate with associated console)

NO

Severity 2 (Moderate): Produces a detrimental situation in which performance of the covered Equipment degrades substantially such that there is a severe impact on use; the covered Equipment is usable, but materially incomplete; one or more mainline functions or commands are inoperable; or the use is otherwise significantly impacted? (Examples include: Door controller failure localized to one house, failure of patient room equipment, singular: patient station, bathroom station, corridor light.)

NO

Severity 3 (Low): Produces an inconvenient situation in which the covered Equipment is usable, but does not provide a function in the most convenient or expeditious manner, and the user suffers little or no significant impact?

YES

CALL SERVICE PROVIDER IMMEDIATELY
MON-FRI 0800-1700: 306-424-2871
AFTER HOURS / HOLIDAYS: 306-424-7603

RESPONSE: Service Provider will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 1 problem as soon as reasonably possible, but in any event a response via telephone will be provided within two (2) hours. Service Provider will continue to provide best efforts to resolve Severity 1 problems in less than twenty-four (24) hours.

If Service Provider delivers an acceptable work-around, the severity classification will drop to a Severity 2.

YES

CALL SERVICE PROVIDER
MON-FRI 0800-1700: 306-424-2871
AFTER HOURS / HOLIDAYS: 306-424-7603

RESPONSE: Service Provider will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 2 problem as soon as reasonably possible, but in any event a response via telephone will be provided within four (4) hours. Service Provider will exercise best efforts to resolve Severity 2 problems in less than 3 days.

If the Service Provider delivers an acceptable work-around, the severity classification will drop to a Severity 3.

YES

CALL SERVICE PROVIDER
MON-FRI 0800-1700: 306-424-2871

RESPONSE: Service Provider will exercise best efforts to resolve Severity 3 problems in the next visit, OR within 7 business days (whichever date comes first)