



Vyntus™ Protect

Service Programmes

Breathe easy knowing your Jaeger products are cared for by our expert team of service professionals.



Effortless Efficiency:

Vyntus™ Protect Service Solutions for Patient-Centered Care

With the rise in cardiopulmonary diseases, PFT and CPET labs are facing higher patient volumes. To keep up with the demand, it's essential that diagnostic equipment stays accurate and operational. Programmes that ensure optimal equipment uptime help labs meet their busy schedules and deliver timely care without delays.

Our Vyntus™ Protect Service Solutions are designed to maximise equipment uptime, tailored to your organization's needs. Backed by expert service professionals, our goal is to partner with you in keeping your valuable diagnostic services running smoothly for the patients and providers you serve.



Which programme is right for you?

ESSENTIAL PROGRAMME

- Priority technical support helpdesk for fast and efficient problem solving.
- Annual preventive maintenance by certified Jaeger technicians to ensure optimal system performance.
- Regular safety and performance checks for standard-compliant and reliable operation.
- Regular maintenance reports for transparent system monitoring.

PREMIUM PROGRAMME

- Prioritised technical support helpdesk for fast and efficient problem solving.
- Service parts delivery within 2 business days to minimise downtime, shipping costs included.
- Regular maintenance reports for transparent system monitoring.
- On-site visits within 3 business days, including labour, travel and spare parts costs.
- This programme includes coverage for key ancillary devices, including the PC, printer and monitor.

PREMIUM PLUS PROGRAMME

- Maximum reliability supported by first-class technical assistance and priority response.
- Annual preventive maintenance by certified Jaeger technicians to ensure optimal system performance.
- Next business day delivery of service parts to minimise downtime, shipping costs included.
- Regular safety and performance checks for compliant and reliable operation.
- Regular maintenance reports for transparent system monitoring.
- On-site visits within 2 business days, including labour, travel and spare parts costs.
- This programme includes coverage for key ancillary devices, including the PC, printer and monitor.
- Ensures highest measurement accuracy through 3L calibration syringe recertification or replacement.



Choose from three Protect Service Programmes to cover your Vyntus™ equipment. For Vyntus™ ONE and CPX customers, you can also add optional coverage for your exercise accessories such as bikes, treadmills and ECG.

When you purchase a multi-year programme:

- **SAVE UP TO 15%** on programme pricing
- **LOCK IN A FIXED ANNUAL RATE** and avoid annual price increases

Choose the plan that best aligns with your needs

Offering	Essential	Premium	Premium Plus	CPET Accessories Protection (bikes, treadmills, ECG, blood pressure monitors)
Priority technical support line	•	•	•	•
Annual preventive maintenance including parts ¹ (incl. O2 cell), labour and travel	•		•	•
Parts delivery (incl. shipping costs) ²	•	2 BD	Next BD	•
Safety inspection (electrical safety test)	•		•	
Service report	•	•	•	•
On-site service including labour, parts ¹ and travel		•	•	•
On-site repair response time ³		Within 3 BD	Within 2 BD	
PC & printers, monitor coverage (ancillary devices)		•	•	
3L syringe recertification/replacement			•	

¹ Coverage applies to essential system components required for repair or maintenance. Consumables and exercise accessories such as masks, headgear, and ECG electrodes are excluded.

² Requests must be logged before 3 p.m. CET for Premium or before 12 noon local time for Premium Plus to meet standard delivery objectives.

³ Service requests must be logged before 3 p.m. CET for Premium or before 12 noon local time for Premium Plus to qualify for standard on-site response objectives.

We are committed to protecting your investment.

Avoid unexpected expenses

Coverage for key system components is included in our Premium and Premium Plus programmes, including PC, monitor and printer, providing enhanced protection. Parts and shipping are included across all programmes according to their respective service scope.

Receive expedited shipping for parts and priority scheduling for on-site service

Vyntus™ Protect contract customers take top priority. Our goal is to provide parts and a technician to you fast, especially when your system is down.

Save on predictable service costs

Multi-year programmes and extended coverage options provide long-term value and cost stability, helping you maintain reliable system performance over time.



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