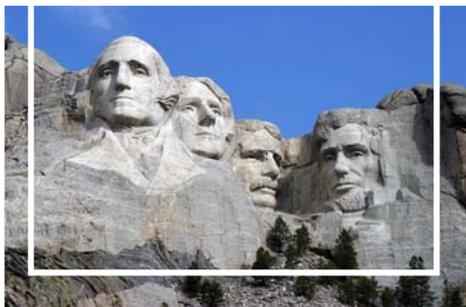


Equipment Maintenance Program

Contract #16195

The Remi Group program is a proven alternative to Original Equipment Manufacturer and Third Party service agreements. We consolidate your existing equipment service agreements into one comprehensive program and eliminate the inefficiency of having to manage multiple service agreements from various manufacturers. You have the freedom to use your current service provider or any desired provider for each service event.



Cost Reduction

Reduces current equipment maintenance expenditures by 27% compared to conventional service contract pricing.

Singular Contract

Consolidates all of your current service contracts into ONE comprehensive program, eliminating the high costs and inefficiencies of multiple vendor service contracts.

Total Vendor Control

Delivers an unbiased vendor solution that allows you to use your preferred service vendor or we can supply the best qualified alternative vendor available.

Life Cycle Management

Manages the maintenance of your equipment portfolio guaranteeing decreased cost, increased equipment uptime, and extended useful life expectancy.

Online Management Reports via Remi Online

Enables you to easily access information such as equipment inventory, repair history, performance, and service vendors.

Guaranteed Budget

Protects your maintenance budget by providing a “capped cost” solution.



Reduce Your Equipment Maintenance Costs

We analyze your current equipment maintenance portfolio, maintenance agreements, historical maintenance expenditures, and operational practices to develop a customized program to meet your unique needs. The goal of each program is to deliver the specialized management tools, expertise, and support necessary for you to achieve enhanced equipment performance coupled with significant cost savings.

Two Program Options:

You Call Service Provider Directly

- Equipment failure occurs.
- End user calls preferred service provider.
- Equipment is repaired.
- The Remi Group generates a check directly to vendor for covered corrective or preventive maintenance work.

Service Management System

- Equipment failure occurs.
- End user calls Remi toll free service center number or requests service online.
- Remi contacts the client's preferred service vendor and obtains Estimated Time of Arrival (ETA).
- Remi informs end user of ETA.
- Equipment is repaired.
- The Remi Group generates a check directly to vendor for covered corrective or preventive maintenance work.

Both options provide detailed repair status/repair info online.

For more information contact:

Michael Van Derveer

Direct: (704) 602-0878

Fax: (704) 887-2916

MVanDerveer@theremigroup.com

Typical Equipment Covered:

General Office

- Automated Filing Systems
- Collating Machines
- Dictation Equipment
- Endorsers
- Fax Machines
- Microfiche
- Micrographic Cameras
- Printers
- Shredders
- Time Clocks
- Typewriters
- Word Processing Equipment

Information Technology

- Archiving Appliances
- Laptops
- Network Devices
- Network Storage
- PC's & Peripherals
- Servers

Security

- Alarm Systems
- Card Access Systems
- Vaults & Safes
- Video Surveillance Systems

Research/Laboratory

- Clinical Analyzers
- Densitometers
- Electron Microscopes
- Gamma Counters
- Lasers
- Optical Microscopes
- Physiological Monitors
- Sleep Labs
- Spectrophotometers

Communication

- Audio/Visual Systems
- Intercoms
- Pagers
- Paging Systems
- Radios
- Telephone Switches
- Telephone Systems
- Voice Mail Systems

Plus other equipment that is electronic in nature.

www.theremigroup.com



Analyze. Control. Save.



Thank you for choosing The Remi Group as your Equipment Maintenance Management Program provider. We are confident that you will be very satisfied with the services we offer.

Enclosed you will find your Client Reference Guide (s). The information outlined within this guide will help you to make the most of the services that we provide through the program. Within the guide you will find the name and contact information for your Account Coordinator & Reimbursement Representative. If you have any questions please contact the appropriate person and they will be able to assist you.

Again, thank you for choosing The Remi Group!

Sincerely,

Michael J. Van Derveer
Chief Operating Officer
The Remi Group

11325 N. Community House Road, Suite 300, Charlotte, NC 28277
1.888.451.8916
info@theremigroup.com

www.theremigroup.com

Equipment Maintenance Management Program

Client Reference Guide

For Service Call - 866.296.4847

Addition of Equipment/Contract Modifications







Michelle Hodges
Account Coordinator

Phone: 704.602.0846
Fax: 704.887.2916
mhodges@theremigroup.com
www.theremigroup.com

Responsibilities:

- Provide quotation for new items
- Coordinate modifications to the contract
- Answer general program questions

Typical Equipment Covered

General Office

- Automated Filing Systems
- Collating Machines
- Dictation Equipment
- Endorsers
- Fax Machines
- Microfiche
- Micrographic Cameras
- Printers
- Shredders
- Time Clocks
- Typewriters
- Word Processing Equipment

Information Technology

- Archiving Appliances
- Laptops
- Network Devices
- Network Storage
- PC's & Peripherals
- Servers

Security

- Alarm Systems
- Card Access Systems
- Vaults & Safes
- Video Surveillance Systems

Communication

- Audio/Visual Systems
- Intercoms
- Pagers
- Paging Systems
- Radios
- Telephone Switches
- Telephone Systems
- Voice Mail Systems

Point of Sale Equipment

- Barcode Scanners
- Cash Drawers
- Check Readers
- Keyboards
- Monitors
- Printers
- Terminals

Law Enforcement

- 911 Systems
- Breathalyzers
- Defibrillators
- Fingerprint Systems
- In-Car Video Systems
- Laptops

Printing Equipment

- Binding Machines
- Collators
- Counters
- Electronic Hole Punchers
- Folding Machines
- Image Scanners
- Inserter Systems
- Saddle Stitchers
- Scanning Densitometers
- Scorers
- Shrink Wrap Systems
- Trimmers

Financial

- After Hour Depository
- Calculators
- Cash Dispenser
- Check Encoders
- Check Imprinters
- Coin Counters/Sorters
- Currency Counters
- Safe Deposit Boxes

Typical Equipment Covered (continued)

Mail Room

- Addressing Systems
- Bar-coding Equipment
- Binding Machines
- Bursters/Cutters
- Collators/Decollators
- Conveyers
- Inserter Systems
- Mail Machines
- Mail Peripherals
- Sorters

Store Equipment

- Bakery Ovens
- Electronic Scale
- Labeler
- Labeler Thermal Indexer
- Meat Saw
- Meat Slicer
- Meat Tenderizer
- Mixer
- Powered Conveyor
- Printer Label Maker
- Printer Thermal
- Proof Boxes
- Refrigeration Systems
- Sealer Food Package
- Warmer Food
- Wrapper Stretch

Functional Labs/

Respiratory Therapy

- Blood Gas Analyzer
- Plethysmographs
- Pulmonary Function Systems
- Sleep Labs

Cardiology/Stress Test/

ICU/CCU/EKG

- Arrhythmia Computers
- Cardiac Cath Systems
- Cardiac Output Computers
- Intra Aortic Balloon Pump
- Patient Data Monitoring
- Stress Test Systems
- Telemetry Systems

Research/Laboratory

- Analyzers
- Angiographic Systems
- Autosamplers
- Balances
- C-Arms
- Cell Savers
- Cell Washers
- Centrifuges
- Chromatographs
- Cine Film Viewers
- Clinical Analyzers
- Co-Oximeters
- Densitometers
- DNA Extractors
- Electron Microscopes
- Film Processors
- Flow Cytometers
- Fluorometers
- Fluoroscopic Rooms
- Gamma Counters
- Imaging Systems
- Incubators
- Lasers
- Mass Spectrometers
- Microplate readers
- Microscopes
- Monitors
- MRI Scanners
- Optical Microscopes
- Particle Counters
- Physiological Monitoring
- Portable X-Ray Machines
- Projectors
- Refrigerator/Freezers
- Robotic Systems
- Scanners
- Sequencers
- Sleep Labs
- Special Procedure Rooms
- Spectrometers
- Spectrophotometers
- Synthesizers
- Thermocyclers
- Tomographic Rooms

Medical Imaging

- Angiographic Systems
- C-Arms
- Chest Unit
- Cine Film Viewers, Projectors
- Computers
- CT Scanners
- Cystology Units
- Dental Units
- Dose Calibrators
- Film Processors
- Fluoroscopic Rooms
- General Radiographic Rooms
- Laser Imagers
- Mammography Units
- Motorized/Film Viewers
- MRI Scanners
- Nuclear Medicine Cameras
- PACS
- Portable X-Ray Machines
- Radiation Therapy Simulators
- Special Procedure Rooms
- Tomography Rooms
- Treatment Planning Computers
- Ultrasound Units
- Uptake Probes

Surgery

- Cell Savers
- Cell Washers
- Lasers
- Microscopes
- Phacoemulsifiers

And other equipment that is basically electronic in nature.

Certain models of equipment may not be eligible due to parts & labor exclusivity and/or availability.
List Subject to Change.

Service Call Procedures

To Place a Service Call:

Call The Remi Group's Toll Free Service Center at

866.296.4847



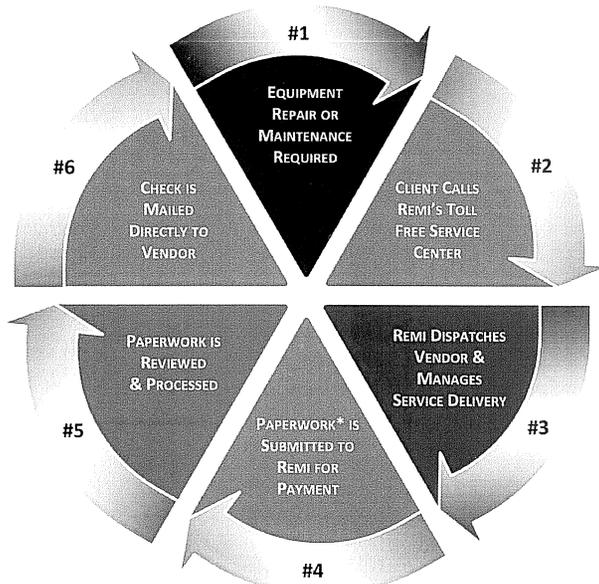
Provide the following information to the dispatcher:

- Caller Name
- Location
- Phone Number & Email



Provide a description of the equipment needing service:

- Remi Asset Tag Number or Serial Number
- Brief Description of Reason for Service Call
- Name & Call Back Number of Responsible End User



*Paperwork refers to Service Provider Invoice & Field Service Report.

After Service Call Has Been Placed

- Remi Dispatch will contact your preferred service vendor
- Provide you with a reference number, and e-mail a partially completed REMI service report to the caller as confirmation of the service request
- Call the Service Center at (866) 296-4847 if technician is late or other issues arise

After Service Has Been Completed

- End user should fax the completed vendor service report to (866) 388-9806 or email to claims@theremigroup.com to close out the service call
- Service vendor will send invoice to The Remi Group for processing
- Please expect an email from Remi to confirm your satisfaction

Auto Attendant/Voice Mail System

In the event that all dispatchers are assisting other customers, or if service is requested after normal business hours (Mon – Fri 7:30am - 8:00pm EST), please leave a voice mail providing the information specified in the "To Place a Service Call" section and your vendor will be notified upon reopening. For emergency services after normal business hours, please press 1 and a service representative will contact you shortly.

Vendor Payment



Valerie Gaglio
Reimbursement Representative

Phone: 704.602.0812
Fax: 704.887.2916
vgaglio@theremigroup.com
www.theremigroup.com

Responsibilities:

- Review and approve vendor invoices for payment
- Answer general vendor invoice questions

Vendor Payment

Special Vendor Situations

In some instances, certain vendors are unable to send invoices and service reports to a third party organization. If documents are sent directly to your facility, please retain a copy of the service report after the completion of a service call and forward the invoice and service report to the below, listed in order of preference:

E-mail: claims@theremigroup.com
Fax: 866-388-9806
Mail: c/o: The Remi Group
11325 N. Community House Rd.
Suite 300
Charlotte NC 28277

Special Service Procedures

Replacement of Equipment

If replacement of an item is needed rather than repair, you must receive prior authorization from The Remi Group by calling **(866) 296-4847**. If we agree that replacing an item is more cost effective than repair, a replacement can be ordered. You may substitute property of a similar kind, age, model and manufacturer.

The Remi Group is not liable for the cost of any unauthorized property replacement.

Large Loss Notification

If a service event is expected to exceed \$7,500, you must receive prior authorization from The Remi Group by calling **(866) 296-4847**. We will manage the service to ensure service is performed in a cost effective manner. Any alternative solution we propose will use parts and services that comply with the OEM's specifications.

The Remi Group's liability is limited to the cost of our proposed solution.

90 Days

In order for The Remi Group to effectively capture all details necessary for the invoice review process, we require you to submit a copy of the service report and invoice within ninety (90) days from the date of service. The service report and invoice should clearly specify the Make, Model and Serial Number of equipment that was serviced, the location of the equipment, details of the service work performed, a list of all parts used, and a breakdown of all charges.

The Remi Group is not liable for any loss, damage or occurrence not reported in compliance with the above paragraph.

Please refer to your Maintenance Service Agreement for a complete listing of terms & conditions.