

Frequently asked questions

Who will fix my equipment?

You have the option to use the manufacturer of the asset, a qualified independent service organization, or even your in-house staff. If a service provider performs service on covered equipment, CNA will pay for that service; Loss Control Specialists will assist with service expected to exceed \$10,000 to ensure the diagnosis is correct and costs are in line with market rates. Most of our clients retain the services of their current service providers; however, the freedom exists to utilize whichever service providers provide the best quality and price, and the fastest response time.

Will my service provider provide timely service if I don't have a contract in place with them?

Yes, our experience shows that you will receive timely service and may even see improved response times. In fact, in the absence of a pre-paid service contract with the service provider, any new service request would be a billable event for them. This provides an additional incentive to the service provider to respond quickly and retain your business. You purchased an expensive asset from the equipment manufacturer, and they run the risk of losing future equipment sales and service work if their service degrades.

How are you able to provide a savings of this size without changing coverage?

Since CNA Equipment Maintenance Program introduces competition into each service event, this naturally improves the service options for our clients and minimizes costs. CNA specializes in offering insurance and warranty programs that leverage the principle of diversification and the law of large numbers. As one of the largest warranty underwriters, CNA is able to offer a more economical option without sacrificing coverage.

What if we need service on the weekend?

Unlike most service contracts that limit hours of coverage (i.e. Monday through Friday, 8am – 5pm), this program protects your equipment 24 hours a day, 7 days a week. CNA will always pay the standard hourly rates no matter what service level is purchased.

Will we be able to utilize phone support without being charged?

If a phone call is made to the service provider to assist in an equipment failure and that phone conversation results in returning the equipment to operation, then CNA will pay if the service provider chooses to bill for that call.

Am I required to include all my assets on the CNA Equipment Maintenance Program?

No, it is unrealistic to assume that every single piece of equipment would be covered under this program; however, the program works best and cost savings are greatest when there is a large and diversified mix of equipment. We encourage you to provide every existing service contract for analysis and we will provide a proposal and recommendations on how to best manage the maintenance of your equipment.

Will it be difficult for us to administer this program?

No. All we need are copies of the field service reports and the corresponding invoices and we will pay your service providers directly. In many cases, we can change the billing address with the service provider and they will send the invoice to us directly.

Our program eases the burden of managing dozens (perhaps hundreds) of individual service contracts with various anniversary dates, multiple service phone numbers and countless invoices. The CNA Equipment Maintenance Program has a single anniversary date, one invoice and the option to call one number for all service events at no additional cost.

Simple choice. Powerful coverage.

CNA Equipment Maintenance Program
client service powered by Remi®



For a quote or more information, please contact your insurance agent.

Client service powered by:



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The simplest way to provide you with a warranty advantage

As a result of today's healthcare environment, hospitals and healthcare facilities are continuously looking to reduce expenses and improve efficiencies more than ever before. These organizations purchase Original Equipment Manufacturer (OEM) and third party service contracts to insure against the high cost of preventive and corrective maintenance repairs for their capital equipment. While these service contracts extend the life of the equipment, they don't have to be purchased from the OEM. CNA's Equipment Maintenance Program is a proven alternative and convenient solution to manage and reduce your cost for equipment maintenance.

The easy choice

The CNA Equipment Maintenance Program consolidates your equipment service contracts under one equipment maintenance agreement, offering one renewal and billing date, and consistent terms and conditions. This program may save you 10 – 22% over purchasing individual OEM extended service contracts.

Experience the power of ONE

- 1
- Consolidated agreement to manage.
 - Billing date for better financial forecasting.
 - Online portal for easy access to service histories.
 - Number to call for all of your maintenance and service needs.

Trust the industry leaders

As one of the largest warranty and service contract insurers in the U.S., CNA has chosen Remi®, a leading equipment maintenance and asset management program service provider, to administer this program. Remi® has successfully administered equipment maintenance programs since 1998.



After program launch, just four easy steps for your equipment maintenance needs

You have a choice, we'll make it easy. From the first call through the final payment, count on us to help service and maintain all of your equipment.

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Option 1 - Dispatch

Call us directly and we'll handle it

1

Call our toll-free service center at: 866-296-4847

2

We dispatch the appropriate service provider

3

Paperwork* is submitted to us for payment

4

We process the request and send a check to the service provider

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Option 2 - Self Service

You choose your own service provider

1

You contact the service provider

2

The service provider performs the recommended service

3

You submit the service provider's paperwork* for payment

4

We process the request and send a check to the service provider

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

Meet a wide range of equipment coverage needs with the CNA Equipment Maintenance Program

Typical Equipment coverages include:

- Medical & Imaging**

Arrhythmia Computers
Bone Densitometers
C-Arms
Cardiac Cath Systems
Cardiac Output Computers
CR Readers
CT Scanners
Defibrillators
Fluoroscopic Rooms
Gamma Cameras
Imager Fluorescence
Laser Imagers
Linear Accelerators
Mammography Units
Monitors
MRIs
PACS
Patient Data Monitoring
Portable X-Ray Machines
Stress Test Systems
Tables
Ultrasound Units
X-Ray/Fluoroscopic Units
X-Ray Units
Workstations

Surgery

Ablation Systems
Analyzers
Biopsy Systems
Cameras
Docking Stations
Electrosurgical Units
Image-Guided Surgery
Systems
Lasers
Microscopes
Phacoemulsifiers
- Research & Clinical Laboratory**

Analyzers
Autosamplers
Cell Sorters
Centrifuges
Chromatography
DNA Sequencing
Flow Cytometers
Fluorometers
Incubators
Lasers
Liquid Handling Workstations
Mass Spectrometers
Microplate Readers
NMR Systems
Particle Counters
Projectors
Refrigerator/Freezers
Robotic Systems
Scanners
Spectrometers
Spectrophotometers
Synthesizers
Tabletop Microscopes
TEM/SEM Microscopes
Thermocyclers
Tissue Processors

Eye Care

Analyzers
Autorefractors
Auto Lensmeters
Auto Tonometers
Corneal Topographers
- Smoke Evacuation Systems
Surgical/Exam Lights
Ultrasounds

Dental

Amalgamators
CCTV Cameras
Centrifuges
Curing Lights
Endodontic Systems
Exam Lights
Fiber-Optic Digital Imaging
Microscopes
Monitors
Oral Cameras
Power Carts
Pressure Irrigation Systems
Root Apex Locators
X-Ray Machines

Information Technology

Archiving Appliances
Back-up Systems
Data Management Systems
Laptops
Mainframes
Network Devices
Network Storage
- Cryosurgical Units
Electrosurgical Units
Lasers
Layout Blocking Systems
Ophthalmic Lens Blockers
Optical Biometry Systems
Patternless Edgers
Phacoemulsifier Aspirators
Refrigerators
Retinal Cameras
Slit Lamps
Surfacers
Surfacing Labs
Surgical Lights

Security & Communication

Access Control Systems
Alarm Systems
Cameras
Card Access Systems
Metal Detectors
Security Access Systems
Telephone Systems
Two-Way Radios
Video Surveillance Systems
Voice Mail Systems

General Office

Archive Writers
Automated Filing Systems
Binding Machines
Embossers
Hole Punchers
Letter Openers
Mail Inserters
Mail Sorters
Mailing Systems
Micro-Film Readers/Printers
Micrographics Readers
Printers
Scanners
Shredders
Sorters
Stackers
- PC's & Peripherals
Servers
Uninterruptible Power Supply

Plus an array of additional electronic equipment. Certain models of equipment may not be eligible due to parts & labor exclusivity and/or availability. List subject to change.

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Implementing the program is EASY

Meet with your agent and CNA sales consultant to identify potential equipment

Submit your equipment service contracts to your agent and CNA sales consultant

Receive a CNA proposal

Launch your CNA Equipment Maintenance Program