Continuity Assurance: terms for enrolled equipment

Sample terms, revision September 4, 2025. These terms form part of each master agreement under which equipment is enrolled. The signed agreement governs.

1. Enrollment

Equipment listed as enrolled in an equipment schedule connects to the Wardmore service network and reports its location, maintenance status, software version and hours of use. In return, the rate reduction stated in the schedule applies and no security deposit is required.

2. Eligible equipment

- Patient monitoring, except monitoring equipment in use at the bedside.
- Infusion systems held in storage or in an equipment pool.
- Ventilators, for reporting only. Ventilators are never placed in service hold.

3. Notices before service hold

If an amount remains unpaid, Wardmore will notify the hospital at 10, 30 and 60 days past due and offer a payment plan. Hospitals are told in writing, and in advance, before any equipment enters service hold. Wardmore will also call the hospital’s nominated contacts before a hold begins.

4. Service hold

If an amount remains more than 90 days past due and no payment plan has been agreed, Wardmore may place enrolled equipment in service hold. Monitoring equipment in use at the bedside will not be placed in service hold.

5. Release

Service hold is released remotely by the Continuity Operations Center, normally within one hour of the account being brought current or a payment plan agreed. The hospital’s chief executive or nominated contacts may call the duty manager at any time.

6. Leaving Continuity Assurance

The hospital may end enrollment at any anniversary of the agreement on 90 days’ notice. The rate reduction then ends and a security deposit may apply.