

# Customer Support Programs

Listening to your equipment support needs



CASMED is proud to serve the needs of the world-wide healthcare community.

Everyday, CASMED products are being used as critical components in the Patient Care Process. The customer support team understands this responsibility and is committed to always providing the highest level of support.

## FORE-SIGHT® Extended Care Plan

The Extended Care Plan is a comprehensive service contract designed to protect your equipment and your investment. More than just an extended warranty, this plan offers a broad strategy for preventative maintenance from highly qualified technicians and technical support specialists. This plan may be purchased at anytime and includes:

- Two year extended warranty starting after manufacturer warranty expires
- Exchange of one set of monitor cables with factory refurbished monitor cables
- CASMED pays for shipping to and from the factory
- Loaner equipment available upon request at no charge
- One Preventative Maintenance service plus any repairs related to electronic failure



Preventative Maintenance includes:

- Perform internal design revisions and update software
- Battery replacement if required
- Fan filter replaced
- All accessories sent in assessed
- Calibration and/or adjustments to monitor
- SctO<sub>2</sub> functional test
- Front panel receptacles cleaning and or replacement if needed
- Monitor cables tested and connections cleaned
- Monitor Safety Leakage Check/ Hi-Pot Test

Please see service contract for full listing of terms and conditions