

**Government  
Service Support**

# Customer Support Programs

The integral piece of your equipment support team



The entire CASMED family is proud to serve the needs of the Tri-Care and Veterans Affairs Health Care facilities worldwide.

Every day, CASMED products are being used as a critical component in the patient care process. The Customer Support Team understands this responsibility and its impact on individuals' lives. We are committed to always providing the highest level of support and attention to our customers.

## Services Provided

- 24 hour telephone technical support
- Equipment training & education (On-line service training through WebEx)
- Depot support services providing repairs, preventative maintenance and refurbishments
- Board exchange program
- Repair own equipment through parts supply program
- 10-day turnaround with freight adjustments made for warranty repairs
- Loaner monitors available for the duration of your repair



## Our Government Service Difference

- Priority turn-around on repairs
- Dedicated Customer Support Associates provide personalized attention during the service support experience
- Extended preventative maintenance programs to optimize equipment performance and extended warranty
- Highly qualified and skilled technicians perform a comprehensive service analysis on every device sent in for repair
- Dedicated Government web page
- WebEx Training

### How to Reach Us:

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