

Customer Support Programs

Listening to your equipment support needs



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 is committed to always providing the highest level of support and attention.

SureTemp Plus® Temperature Upgrade

The CASMED team is committed to the ongoing enhancement and support of all our products. We are pleased to offer an upgrade program designed to improve the temperature in our vital signs monitors from the Welch Allyn SureTemp® to the SureTemp Plus technology.

Included with the Upgrade:

- Updated hardware and software to SureTemp Plus
- Check of pneumatic components
- Pressure simulator testing
- New SureTemp Plus temperature probe
- New SureTemp Plus temperature key (one per facility)
- Electronic leakage and hi pot test
- Labeling updates as needed



SureTemp Plus technology offers many additional benefits including:

- Improved Clinical Reliability
- Improved Operational Functionality with elimination of the mechanical sensor switch for the probe
- Faster response
- Faster monitor reset between clinical uses
- Improved operational performance

SureTemp and SureTemp Plus are trademarks of Welch Allyn, Inc.

How to Reach Us:

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