

Customer Support Programs

The integral piece of your equipment support team



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

Everyday, 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 providing the highest level of support and attention.

Covidien FILAC™ FasTemp™ Temperature Upgrade

CASMED has recently upgraded all new 740 monitors from Welch Allyn SureTemp® Plus to Covidien FILAC FasTemp. We would now like to offer the same new technology through this temperature upgrade program.

*"The FILAC FasTemp thermometer provides a unique flexible dual-thermister probe tip design which reduces the risk of breakage as well as enhances the systems ability to detect good surface contact."*¹

This new technology offers many updated features including:

- Cold/Fever mode: Readings will stop if outside of the certified accurate window 30-43° C (85-110° F)
- Better accuracy in spot-check mode
- FasTemp probes will be covered under a 12 month warranty
- Oral temperatures are given as fast as 4 seconds, rectal in 10 seconds
- Probes are clearly color-coded to avoid inadvertently using the wrong style
- No additional training required as the 740 monitors will operate the same



Included with the upgrade:

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

Please note CASMED will continue to supply Welch Allyn service parts and probes going forward.

¹ Vogt, Nancy J, RN, BSED, MSN. A Laboratory Comparison of Accuracy in Digital Electronic Thermometers. Tyco Healthcare, 2004.

FILAC and FasTemp are trademarks of Covidien AG or an affiliate. SureTemp Plus is a trademark of Welch Allyn, Inc.